



North Central Texas

Regional Public Transportation Coordination Plan

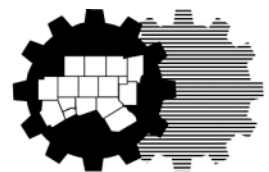
Final Report
December 21, 2006

North Central Texas Council of Governments

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Regional Public Transportation Coordination Plan

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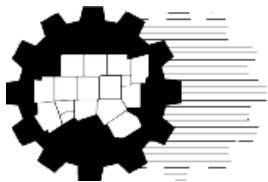
What is NCTCOG?

The North Central Texas Council of Governments is a voluntary association of cities, counties, school districts, and special districts which was established in January 1966 to assist local governments in **planning** for common needs, **cooperating** for mutual benefit, and **coordinating** for sound regional development.

It serves a 16-county metropolitan region centered around the two urban centers of Dallas and Fort Worth. Currently the Council has **233 members**, including 16 counties, 165 cities, 23 independent school districts, and 29 special districts. The area of the region is approximately **12,800 square miles**, which is larger than nine states, and the population of the region is over **6.2 million**, which is larger than 35 states.

NCTCOG's structure is relatively simple; each member government appoints a voting representative from the governing body. These voting representatives make up the **General Assembly** which annually elects a 15-member Executive Board. The **Executive Board** is supported by policy development, technical advisory, and study committees, as well as a professional staff of 235.

NCTCOG's offices are located in Arlington in the Centerpoint Two Building at 616 Six Flags Drive (approximately one-half mile south of the main entrance to Six Flags Over Texas).



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Department of Transportation

Since 1974 NCTCOG has served as the Metropolitan Planning Organization (MPO) for transportation for the Dallas-Fort Worth area. NCTCOG's Department of Transportation is responsible for the regional planning process for all modes of transportation. The department provides technical support and staff assistance to the Regional Transportation Council and its technical committees, which compose the MPO policy-making structure. In addition, the department provides technical assistance to the local governments of North Central Texas in planning, coordinating, and implementing transportation decisions.

Prepared in cooperation with the Texas Department of Transportation and the U. S. Department of Transportation, Federal Highway Administration, and Federal Transit Administration.

"The contents of this report reflect the views of the authors who are responsible for the opinions, findings, and conclusions presented herein. The contents do not necessarily reflect the views or policies of the Federal Highway Administration, the Federal Transit Administration, or the Texas Department of Transportation."

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INTRODUCTION

BACKGROUND

The 16-county North Central Texas region is home to more than 80 known providers of transportation services, including public, private, and specialized providers. This offers the region's residents a variety of options to meet their transportation needs. It also results in a complex maze of providers with different service areas, hours of operation, client eligibility requirements, and types of trips provided. This creates untold confusion for those seeking transportation services for themselves, clients, or others in need. In addition, this complex maze hampers the region's ability to coordinate services and provide truly seamless transportation services.

PURPOSE OF PLAN

The purpose of the North Central Texas Regional Public Transportation Coordination Plan is to better coordinate the delivery of transportation services throughout the 16-county North Central Texas region. In addition, the Plan is intended to satisfy newly enacted state and federal requirements related to coordination.

State Coordination Requirement

House Bill 3588, enacted by the 78th Texas Legislature in 2003, requires the coordination of public transportation in the State of Texas. Specifically, Article 13 of the legislation created Chapter 461 of the Texas Transportation Code, entitled "Statewide Coordination of Public Transportation," which requires the coordination of public transportation services funded with federal, state, or local funds.

Chapter 461 cites the multiplicity of public transportation providers and services, coupled with a lack of coordination between state oversight agencies, as generating inefficiencies, overlaps in service, and confusion for consumers. The focus of Chapter 461 is the coordination of transportation funding and resources among the Texas Health and Human Services Commission, Texas Workforce Commission, and the Texas Department of Transportation. The intent is to ensure that the benefits of the state's public transportation resources are maximized through the coordination of services. The goals of coordination are to eliminate waste in the provision of public transportation services, to generate efficiencies that will permit increased levels of service, and to further the state's efforts to reduce air pollution.

While a statewide requirement, planning is occurring at the regional level within each of the 24 Council of Governments boundaries. Each region is required to submit a regional coordination plan to the Texas Department of Transportation by December 1, 2006.

Federal Coordination Requirement

On February 24, 2004, President Bush signed Executive Order 13330 on Human Services Transportation Coordination which directed multiple federal departments and agencies to work together to ensure that transportation services are seamless, comprehensive, and accessible. The goal is to reduce duplication among federally-funded human service transportation services, increase the efficient delivery of such services, and expand transportation access for older individuals, persons with disabilities, persons with low-income, children, and other disadvantaged populations within their own communities.

In August 2005, the President signed into law the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (Pub. L. 109-59). This federal transportation law, commonly referred to as SAFETEA-LU, authorizes federal expenditures for a wide range of transportation programs, including public transit. Consistent with Executive Order 13330, SAFETEA-LU requires the establishment of a locally developed, coordinated public transit-human services transportation plan for the following human service transportation programs funded through the Federal Transit Administration:

Section 5310: Elderly Individuals and Individuals with Disabilities Program

Section 5316: Job Access and Reverse Commute Program

Section 5317: New Freedom Program

Projects selected for funding under these Programs are required to be derived from a region's locally developed, coordinated public transit-human services transportation plan. Furthermore, the plan is to be developed through a process that includes representatives of public, private, and nonprofit transportation and human service providers and participation by the public.

Requests for funding under the above Programs will be reviewed for consistency with the North Central Texas Regional Public Transportation Coordination Plan. Projects shall be considered derived from the Plan if they are consistent with, or embody, the goals, policies, or strategies incorporated in the North Central Texas Regional Public Transportation Coordination Plan.

REASONS FOR COORDINATION PLAN

Key Regional Coordination Issues

Early in the process, regional stakeholders were asked to identify, from their unique perspective, what one problem the North Central Texas Regional Public Transportation Coordination Plan should address. Based on stakeholder feedback, three major themes were identified. A summary of each is provided below, with more detailed information included in Appendix A:

♦ **Communication/Education**

A common theme among regional stakeholder responses was Communication and Education. Regional stakeholders cited a lack of understanding of the transportation services available in the region, as well as confusion as to where to call to obtain such information. Stakeholders also observed that there is limited communication between providers as to their respective services, which is an obstacle to coordination between providers. Another obstacle to coordination noted by stakeholders was that communication between state and federal funding agencies is not always clear, concise, comprehensive, or consistent.

♦ **Resources**

Another common theme developed through regional stakeholder input related to Resources. Stakeholders cited a lack of coordinated services as having led to an inefficient use and allocation of resources, such as vehicle procurement and maintenance. Many stakeholders noted that existing funding streams are not sufficient to provide the comprehensive and seamless services necessary to meet the needs of the North Central Texas region. Another issue identified by stakeholders was overly burdensome administrative and reporting requirements, which translate into higher administrative costs at the expense of providing more service.

♦ **Seamless Transportation Services**

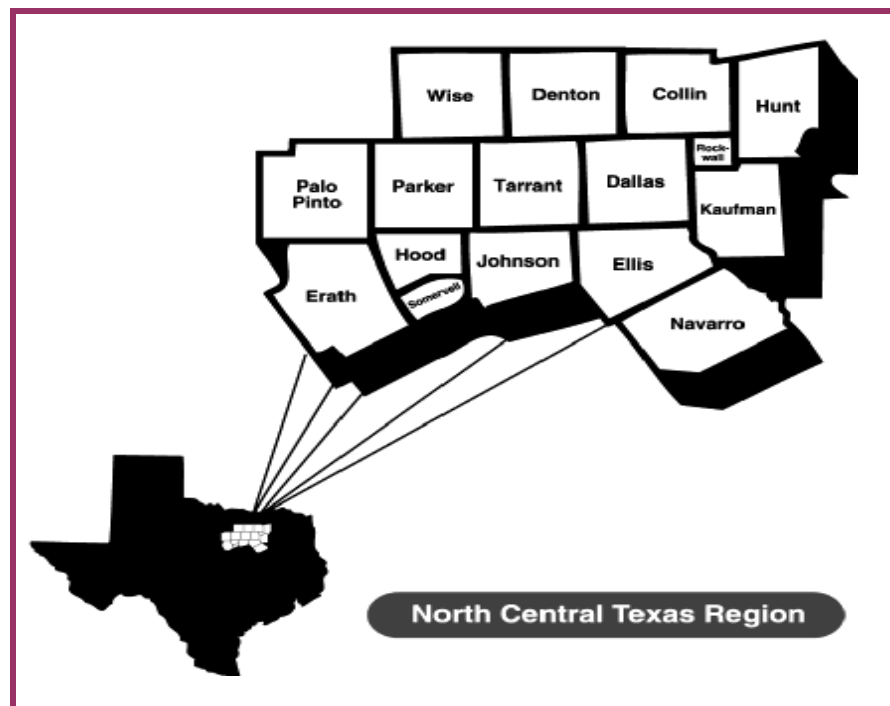
The most common theme found among stakeholder responses was the concept of Seamless Transportation Services. Many stakeholders used “seamless” to describe how a regional public transportation system should operate. In other words, users of the system should be able to travel easily throughout the region using the various public transportation

services. However, stakeholders identified many obstacles to seamless services. Jurisdictional, geographical, and service area boundaries make it difficult for users to travel seamlessly throughout the region. A lack of uniform definitions, policies and procedures, as well as incompatible technologies, serve as local constraints to seamless services. At the state and federal level, existing program policies, not to mention restrictive and isolated funding streams, make seamless services difficult.

NORTH CENTRAL TEXAS REGION

GEOGRAPHY AND DEMOGRAPHICS

The North Central Texas region is comprised of 16 counties, including: Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant and Wise. This geographic area encompasses approximately 12,800 square miles, with a population of 6.2 million.

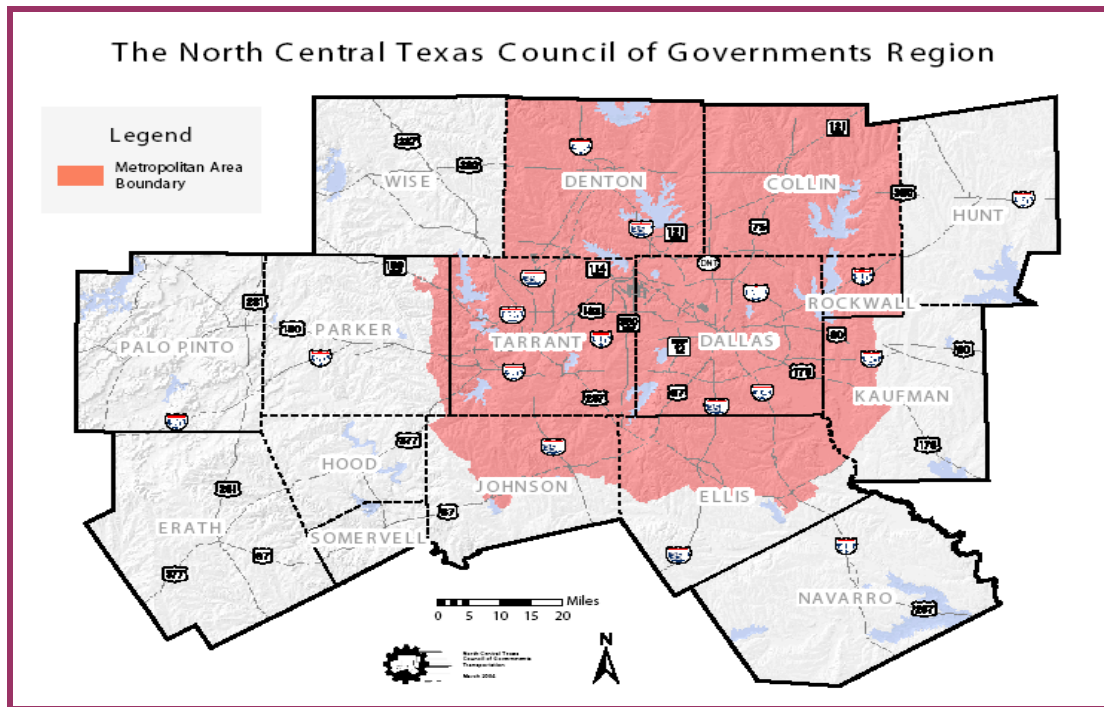


NORTH CENTRAL TEXAS COUNCIL OF GOVERNMENTS

The North Central Texas Council of Governments (NCTCOG) is a voluntary association of local governments within the 16-county North Central Texas region. The agency was established in 1966 to assist local governments in planning for common needs, cooperating for mutual benefit, and coordinating for sound regional development. NCTCOG has 233 member governments, including all 16 counties, 165 cities, 23 independent school districts, and 29 special districts.

Since 1974, the North Central Texas Council of Governments has served as the Metropolitan Planning Organization (MPO) for transportation in the Dallas-Fort Worth Metropolitan Area. The

Regional Transportation Council is the policy body for the Metropolitan Planning Organization. The 40 member Council, comprised predominately of local elected officials, oversees the regional transportation planning process within the Dallas-Fort Worth Metropolitan Area. NCTCOG's Department of Transportation is responsible for support and staff assistance to the Regional Transportation Council, and its technical committees, which comprise the policy-making structure for the Metropolitan Planning Organization.



TEXAS DEPARTMENT OF TRANSPORTATION

The Texas Department of Transportation (TxDOT) is the state agency responsible for constructing and maintaining interstate highways, U.S. highways, state highways, and farm to market roads in Texas. TxDOT's mission is to provide safe, effective, and efficient movement of people and goods. The Texas Transportation Commission, which consists of five commissioners appointed by the Governor, governs the Texas Department of Transportation. The Texas Transportation Commission is responsible for developing a statewide transportation plan that contains all modes of transportation and encouraging, fostering, and assisting in the development of public and mass transportation in the state.

As the state agency responsible for transportation, TxDOT administers a number of federal transit programs, as well as appropriates state dollars for transit projects, including:

Section 5310: Elderly Individuals and Individuals with Disabilities Program

Section 5311: Nonurbanized Area Formula Program

Section 5316: Job Access and Reverse Commute Program

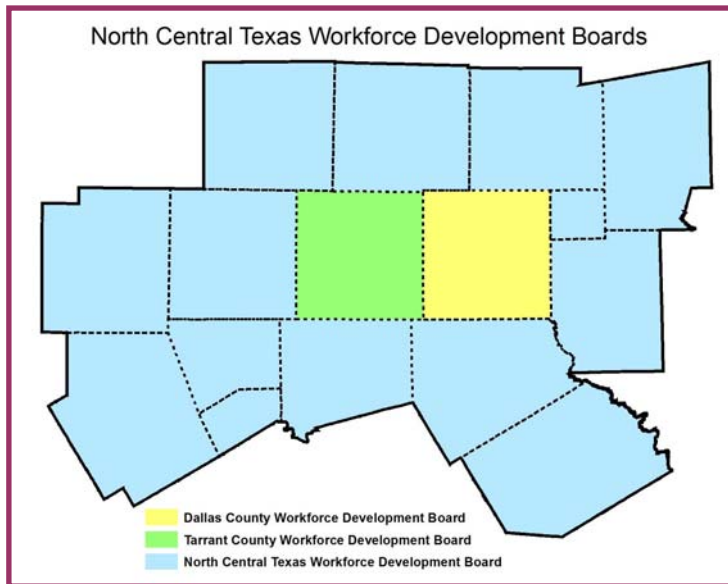
Section 5317: New Freedom Program

In 2003, the 78th Texas Legislature passed legislation that substantially altered the role and responsibilities of the Texas Department of Transportation. In addition to the management and oversight of the more traditional state and federal transit programs outlined above, TxDOT became the primary state agency responsible for the provision of transportation services to a number of client based programs, including those provided by the Texas Workforce Commission and the Health and Human Services Commission.

To better address local needs, the state is divided into 25 district offices responsible for overseeing the construction and maintenance of state highways within their jurisdiction. District staff is familiar with local projects and priorities of the area. In addition, each district has a Public Transportation Coordinator (PTC), responsible for coordinating, overseeing, and assisting public and client based transportation providers in their district. The 16-county North Central Texas region is served by the following three TxDOT Districts: Dallas, Fort Worth, and Paris. NCTCOG staff works closely with the District Public Transportation Coordinators on a regular basis to address funding, administrative, service, and other issues of importance to the region. In addition, the districts have played an active role in the regional public transportation coordination effort in North Central Texas.

TEXAS WORKFORCE COMMISSION

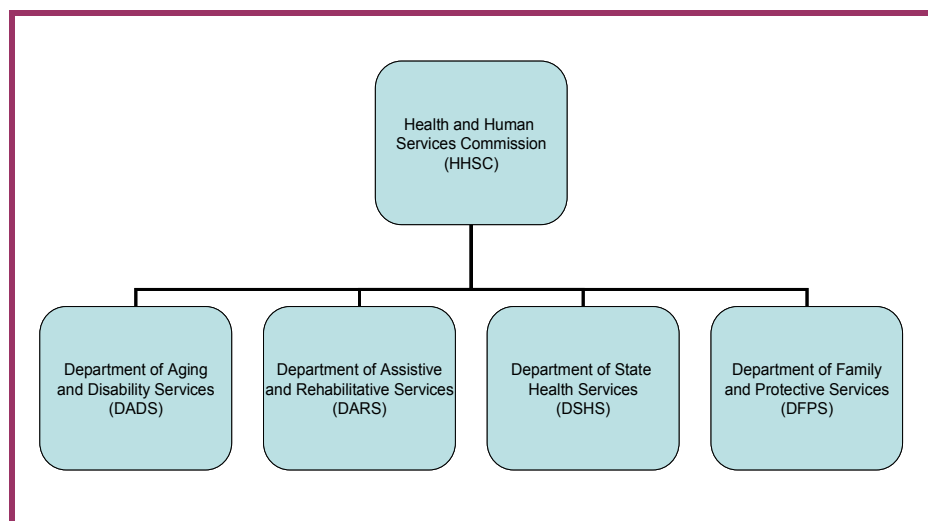
The Texas Workforce Commission (TWC) is the agency responsible for overseeing and providing workforce development services to employers and job seekers in the State of Texas. The TWC is governed by 3 full-time commissioners appointed by the Governor. Programs administered by the TWC include: Workforce Investment Act (WIA), Temporary Assistance for Needy Families (TANF) Employment and Training (Choices), Welfare-to-Work (WTW), and child-care services. The annual Texas Workforce Commission budget is approximately \$1.2 billion dollars, with a portion of those funds available to assist clients with their transportation needs.

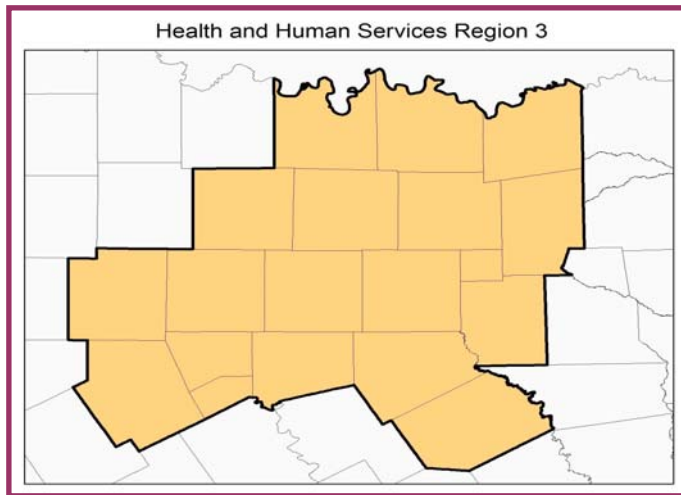


To address local needs, the state is divided into 28 local workforce development boards. The North Central Texas region is comprised of three workforce boards, including: Dallas County, Tarrant County, and North Central Texas. Each board has multiple offices located throughout the designated geographic area that they serve. A representative from each of the workforce boards was appointed to serve on the Regional Public Transportation Coordination Task Force.

HEALTH AND HUMAN SERVICE COMMISSION

The Health and Human Services Commission (HHSC) oversees the five agencies that comprise the health and human service system in Texas, including: the Department of Aging and Disability Services (DADS), Department of Assistive and Rehabilitative Services (DARS), Department of State Health Services (DSHS), Department of Family and Protective Services (DFPS), and the Health and Human Services Commission (HHSC). HHSC is governed by an Executive Commissioner and a nine member council appointed by the Governor. The health and human services system is comprised of over 8,500 employees and has an annual operating budget of approximately \$15 billion dollars. Transportation services are provided or allowed for under a number of health and human service programs.





To address local needs, the state is divided into eleven HHSC regions. Each region has a regional office for each of the five health and human service departments and is responsible for ensuring the delivery of quality services to its customers. The North Central Texas region is located in HHSC Region 3. The Regional Directors from DADS, DARS, DSHS, and HHSC were appointed to the Regional Public Transportation Coordination Task Force.

TRANSPORTATION PROVIDERS

In 2003, the North Central Texas Council of Governments conducted a survey of transportation providers in an effort to inventory services available within the region. The results of the survey showed that over 80 organizations were providing some form of transportation to the general public or to a specific client group. The survey included both public, private non-profit, and private for-profit providers. Information from the survey was compiled and made available to the public electronically via the NCTCOG website (www.nctcog.org/coordination). This information has proven extremely useful to those seeking transportation services for themselves, clients, or others in need. In addition, the website provides a single point of access for information on the over 80 transportation services provided in the region. The inventory is currently being updated as part of the coordination process.

As the inventory shows, the North Central Texas region is served by a number of transportation providers including three regional transportation authorities, four small urban/municipal providers, and nine rural providers. In addition, there are 14 taxi cab companies, and over 60 specialized transportation providers.

Regional Transportation Authorities

Three regional transportation authorities operate within the North Central Texas region. Dallas Area Rapid Transit, the Denton County Transportation Authority, and the Fort Worth Transportation Authority operate in Dallas, Denton, and Tarrant County respectively. A brief description of each is provided below, with more detailed information provided in Appendix B.

◆ **Dallas Area Rapid Transit**

Dallas Area Rapid Transit (DART) is a regional transit agency authorized pursuant to Chapter 452 of the Texas Transportation Code. In 1983, voters created and funded DART with a one-cent sales tax to develop and operate a multimodal regional transit system. Its service area consists of 13 member cities: Addison, Carrollton, Cockrell Hill, Dallas, Farmers Branch, Garland, Glenn Heights, Highland Park, Irving, Plano, Richardson, Rowlett, and University Park.

The DART system is truly multimodal and consists of a number of services, including fixed route, on-call, and mobility impaired transit services; High Occupancy Vehicle (HOV) lanes; vanpool/carpool program; and light and commuter rail. The DART bus system operates approximately 130 bus routes covering 13 cities and 700 square miles. Where rider demand is too low for regularly scheduled bus routes, DART operates curb-to-curb demand-responsive service known as DART On-Call.

In addition, DART's Paratransit Services provides curb-to-curb demand-responsive transportation to people with disabilities who are unable to use regular fixed-route buses or trains. Eligible riders may schedule trips anywhere within the DART service area. This shared-ride service is operated with 157 modern, accessible vehicles. In 2006, DART Paratransit Services provided approximately 600,000 trips.

◆ **Denton County Transportation Authority**

The Denton County Transportation Authority (DCTA) is a coordinated county transportation authority pursuant to Chapter 460 of the Texas Transportation Code. In November 2002, voters in Denton County approved the confirmation of DCTA, with voters in the cities of Denton, Lewisville, and Highland Village approving a half-cent sales tax to develop and operate services.

The Denton County Transportation Authority provides fixed route, commuter, Dial-A-Ride, and mobility impaired transit services within the cities of Denton, Lewisville, and Highland Village. DCTA Connect, the local fixed route service, provides residents with access to destinations within Denton and Lewisville, while Commuter Express provides residents a connection to downtown Dallas. Commuter Express also provides regional connections to DART's North Carrollton Transit Center and the University of North Texas.

In addition, DCTA offers varying degrees of paratransit and Dial-A-Ride services in Corinth, Denton, Hickory Creek, Highland Village, and Lewisville for the elderly and persons with disabilities that are not able to use fixed route services. In 2006, DCTA provided approximately 42,000 trips on its paratransit and Dial-A-Ride services combined.

◆ **Fort Worth Transportation Authority**

The Fort Worth Transportation Authority, known as The T, is a regional transit agency authorized pursuant to Chapter 452 of the Texas Transportation Code. In 1983, voters created and funded The T with a half-cent sales tax to develop and operate a multimodal regional transit system. The T's fixed route bus service, express service, and Rider Request operate within the cities of Fort Worth and Richland Hills. In addition, The T's Mobility Impaired Transportation Services (MITS) provides door-to-door demand-responsive transportation within the service areas of Fort Worth, Richland Hills, and Blue Mound. In 2006, MITS provided over 310,000 trips.

The T is currently exploring opportunities for rail service from Fort Worth to Dallas/Fort Worth International Airport. This initiative received a boost in November 2006, when residents of the City of Grapevine approved a three-eighths cent sales tax to help fund the rail line. Service is expected to be operating by 2011, with stops in Grapevine, and would eventually connect with the DART system at the airport.

In addition, DART and The T jointly operate commuter rail service between downtown Dallas and downtown Fort Worth. This service, known as the Trinity Railway Express (TRE), runs along 35 miles of track between the two downtowns, with stops at Dallas/Fort Worth International Airport and throughout the mid-cities. In 2006, the TRE averaged 8,500 daily riders with annual ridership over 2.4 million.

Small Urban/Municipal Transportation Providers

In addition to the 3 regional transportation authorities, there are 4 small urban/municipal providers operating within the metropolitan area. A brief description of each is provided on the next page.

♦ **City of Arlington**

Handitran is a specialized transportation service for seniors and persons with disabilities living in the City of Arlington. Handitran provides door-to-door demand-responsive service within the city limits of Arlington and Pantego. In addition, Handitran now connects to the regional transit network through established transfer points with the Fort Worth Transportation Authority, as well as service to the CentrePort and Hurst/Bell Stations of the Trinity Railway Express. In 2006, Handitran provided 106,000 rides.

♦ **City of Grand Prairie**

The City of Grand Prairie provides transportation services to its residents that are over 60 years of age or with a certified disability under the Americans with Disabilities Act. The service, known as The Grand Connection, provides door-to-door demand responsive service, and provided over 36,250 rides last year.

♦ **City of Mesquite**

Mesquite Transportation for the Elderly and Disabled (MTED) is a specialized curb-to-curb demand-responsive transportation service provided by the City of Mesquite. MTED provides transportation services to residents of Mesquite who are physically or mentally disabled, mobility impaired, or 60 years of age or older. In 2006, MTED provided 32,500 trips.

♦ **Northeast Transportation Services**

Northeast Transportation Services (NETS) is provided by the American Red Cross Chisholm Trail Chapter in partnership with the Fort Worth Transportation Authority and 7 participating cities, which include: Bedford, Euless, Grapevine, Haltom City, Hurst, Keller, and North Richland Hills. NETS provides door-to-door demand-responsive service to residents of the participating cities that are disabled or 55 years of age or older. Last year NETS provided over 22,600 trips.

Rural Transportation Providers

In North Central Texas, 9 providers operate outside the urbanized area to ensure mobility options for rural residents. Public providers operating within the rural portions of the region are outlined on the following page:

COUNTY	SERVICE PROVIDER
Collin	Collin County Regional Transit
Denton	Special Programs for Aging Needs
Ellis and Navarro	Community Transit Services
Erath, Hood, and Somervell	The Transit System
Hunt	Senior Resources and Public Transit
Johnson	Cletrans-City/County
Kaufman and Rockwall	Kaufman Area Rural Transit
Parker and Palo Pinto	Public Transit Services
Wise	Texoma Area Paratransit System

Specialized Transportation Providers

In addition to the public providers detailed above, there are over 60 specialized transportation providers within the region. In general, these providers have been created to address unmet needs or gaps in service, or to meet the specific needs of the agency's clients.

HISTORY OF COORDINATION IN NORTH CENTRAL TEXAS

The region's transportation needs continue to outpace annual allocations of state, federal, and local funds. Nearly all transportation providers are faced with an ever increasing demand for services, while available resources are shrinking. Coordination offers many tools to meet this challenge, including opportunities to utilize existing resources in collaborative and innovative ways.

What is coordination?

Coordination means working together with people from different agencies and backgrounds to bring about positive change. By working together, providers and stakeholders can help each other better understand both the needs and resources available, and think creatively about new ways to reduce service duplication, enhance existing services, and provide service where it is limited or nonexistent. Potential benefits of coordination include the ability to stretch existing funds further, generate new revenue streams, reduce transportation costs, increase system efficiency and productivity, and enhance mobility.

Coordination in North Central Texas

Coordination is not a new concept in North Central Texas. Many of the region's agencies and transportation providers have been coordinating the delivery of services for years. It has, however, simply been referred to as "helping each other out." Examples of existing regional coordination efforts are highlighted on the following page, with more detailed information contained in Appendix C.

- ◆ **Northeast Transportation Services** - Northeast Transportation Service (NETS) is a door-to-door demand-responsive transportation service for the elderly and persons with disabilities residing in the cities of Bedford, Euless, Grapevine, Haltom City, Hurst, Keller, and North Richland Hills. Each city contributes \$.50 per capita to provide local match to federal funds received under the Federal Transit Administration Section 5307 – Urbanized Area Formula Program. The service gives residents age 55 and older and disabled residents their mobility and enhances their quality of life. The seven participating cities received the NCTCOG “Regional Cooperation Award” in 2004 in recognition of their continuing efforts to fund and operate NETS.

- ◆ **Tarrant County Transportation Services** - Tarrant County Transportation Services (TCTS) is a door-to-door demand-responsive transportation service for the elderly and persons with disabilities who live in Tarrant County, but are not within the Fort Worth Transportation Authority’s service area. The service is a collaborative effort between the Fort Worth District of the Texas Department of Transportation, Fort Worth Transportation Authority, and ten participating cities, including Azle, Benbrook, Crowley, Everman, Lakeside, Mansfield, Saginaw, Sansom Park, Southlake and Westworth Village. These cities contribute financially to the operation of the service, and in return their residents receive a reduced fare and dedicated days of service. All Tarrant County residents are eligible for the service, but residents of non-participating cities must pay a premium fare. Tarrant County Transportation Services encourages cities to contribute financially to transit and enhances mobility throughout Tarrant County.

- ◆ **Hurst-Euless-Bedford Transit** - The Hurst-Euless-Bedford (HEB) Transit pilot project is a joint partnership between United Way of Tarrant County, Tarrant County Workforce Development Board, and the North Central Texas Council of Governments. HEB Transit provides curb-to-curb demand-responsive service to low-income individuals in the three cities for employment, employment-related, and human services needs. United Way, charitable donations, and Workforce funds are used as local match to leverage federal funding available through the Job Access/Reverse Commute Program. Service is provided during peak hours Monday through Friday to destinations within Hurst, Euless, and Bedford and to the Trinity Railway Express (TRE) stations at Hurst/Bell and CentrePort/DFW Airport.

HEB Transit provides much needed service to those not currently served, while utilizing an existing transportation provider in the area.

- ◆ **Trinity Railway Express** - The Trinity Railway Express (TRE) is jointly operated by Dallas Area Rapid Transit (DART) and the Fort Worth Transportation Authority (The T), and provides commuter rail service between downtown Dallas and downtown Fort Worth. In addition, the TRE provides service to the mid-cities, Dallas/Fort Worth International Airport, and Irving. Travel between the two cities and destinations between is comfortable and efficient, with special event trains alleviating congestion to sporting and concert events at the American Airlines Center. Both DART and The T accept Trinity Railway Express fare media for free transfers onto their fixed route systems.
- ◆ **Dedicated Transfer Points** - The Fort Worth Transportation Authority and Handitran, operated by the City of Arlington, have established dedicated transfer points to allow customers to safely and comfortably transfer between the two service providers. This allows Handitran customers to travel into Fort Worth for medical or social service appointments. Dedicated transfer points are an excellent example of coordination, and are critical in providing seamless customer focused transportation services, especially in instances where transportation providers are limited to specific geographic areas.
- ◆ **Bulk Fuel Purchases** - Texoma Area Paratransit System (TAPS) purchases fuel from each of the counties it serves. Since each county purchases its fuel in bulk, Texoma Area Paratransit Services is able to realize a significant cost savings (typically \$.08 - \$.20 per gallon) versus merely buying fuel from the corner gas station. In addition, many of the rural counties operate fueling sites in areas where diesel and propane fuels are commercially unavailable. This best practice could be replicated throughout the region resulting in significant cost savings for transportation providers.
- ◆ **Intra-Regional Connections** - Texoma Area Paratransit System (TAPS) has a formalized agreement with Dallas Area Rapid Transit (DART) that allows commuter shuttles from the Sherman/Dennison area to drop-off passengers at the DART North Plano light rail station. These commuters can then utilize the extensive DART rail system to travel into downtown Dallas or any other destination within the DART service area. This is a good example of providing seamless multi-regional service, while helping to reduce congestion and improve

the region's air quality. In addition, transfer points between service providers, such as this one, improve overall mobility in the region and place the needs of the customer first.

- ♦ **Purchase of Service** - Collin County Area Regional Transit (CCART) is the designated transportation provider in Collin County. Portions of the City of Plano, a member city of DART, lie within Collin County. CCART has a formal contract with DART to provide transportation services to those portions of Plano within Collin County. This arrangement, often referred to as a purchase of service, makes sound financial sense for CCART and DART. CCART is able to utilize its existing resources in Collin County, and can use the revenue generated as local match for federal and state funds. DART also realizes cost savings, as it would cost DART more to provide the service itself. In regions where many providers exist in close geographical proximity, a purchase of service arrangement can reduce overall service costs, increase service levels, and provide much needed local funds to leverage available state and federal funds.

REGIONAL COORDINATION PLAN DEVELOPMENT

APPROACH TO COORDINATION

Statewide Study Group

The Texas Transportation Commission assigned development of regional public transportation coordination plans in compliance with Chapter 461 of the Texas Transportation Code to the Regional Planning and Public Transportation Study Group created under the leadership of Texas Transportation Commissioner Hope Andrade. The Statewide Study Group met through the spring and presented their recommendations to the Texas Transportation Commission in May 2005. Following adoption by the Texas Transportation Commission, a statewide kick-off workshop was held in Austin on June 14, 2005.

While a statewide effort, the Statewide Study Group recommended a bottom-up approach in which the planning efforts would take place at the regional level. This approach ensures regional concerns and priorities are addressed, while providing the necessary opportunities for local participation and decision making vital to ensuring local support for and successful implementation of the plan. To facilitate planning at the regional level, the Council of Government (COG) boundaries were selected due to their close proximity to the Texas Workforce and Health and Human Service boundaries. Each of the 24 COG regions was tasked with designating a lead agency, preparing a work plan, and estimating the funding needed to carry out the initial planning effort.

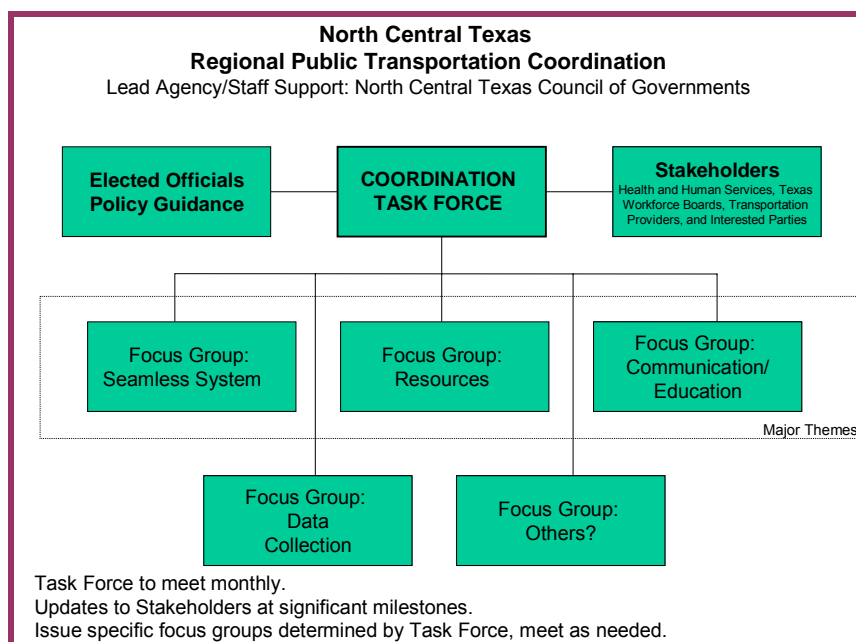
Regional Initiative

To meet this requirement, the North Central Texas Council of Governments (NCTCOG) held a series of regional stakeholder workshops during fall 2005. The initial Regional Stakeholder Workshop was held on August 1, 2005 and included over 70 representatives from four main stakeholder groups, including: Health and Human Service Agencies, Local Texas Workforce Boards, Transportation Providers, and Interested Parties. At this meeting, the North Central Texas Council of Governments was selected by consensus to serve as the region's lead agency. Acting in this capacity, NCTCOG organized two additional regional stakeholder workshops, one on September 12 and another on October 4. The purpose of these meetings was to create a methodology for developing a regional coordination plan and finalizing the work plan. The work plan, lead agency, and cost estimate were

submitted to the Texas Department of Transportation and presented at the second statewide workshop in Austin on October 19, 2005.

COORDINATION STRUCTURE

In North Central Texas, the coordination structure employed to manage the regional coordination planning process consisted of a task force with issue specific focus groups. This organizational structure is illustrated by the graphic below, followed by the detailed key components.



Lead Agency

The North Central Texas Council of Governments was selected by regional consensus to serve as the lead agency for the 16-county North Central Texas Region. In this capacity, NCTCOG provided the necessary administrative, management, planning, and technical resources to support the regional coordination effort, including but not limited to:

- Providing administrative support to the Regional Public Transportation Coordination Task Force and its designated Focus Groups;
- Conducting public involvement and outreach activities related to the regional coordination effort;
- Representing the region at statewide coordination workshops; and
- Serving as the point of contact to the Texas Department of Transportation and Statewide Study Group.

Task Force

The Regional Public Transportation Coordination Task Force was established as the policy body to oversee the development of the Plan. The Task Force provided the overall policy guidance, direction, and oversight for the regional coordination effort. The composition of the Task Force was determined by regional stakeholders and reflects the diverse interests of the region. The Task Force is comprised of 25 members representing federal and state funding partners, Health and Human Service agencies, Workforce Boards, transportation providers, and interested parties, as outlined below. A full membership roster is provided in Appendix D.

NORTH CENTRAL TEXAS REGIONAL PUBLIC TRANSPORTATION COORDINATION <i>Task Force Representation</i>		
Funding Partners	Federal Transit Administration	1
	Texas Department of Transportation	2
	Medical Transportation Program	1
Health and Human Services	Health and Human Services Commission (HHSC)	1
	Department of Aging and Disability Services (DADS)	1
	Department of Assistive and Rehabilitative Services (DARS)	1
	Department of State Health Services (DSHS)	1
Workforce Boards	Dallas County	1
	North Central Texas	1
	Tarrant County	1
Transportation Providers	Regional Transportation Authorities	3
	Small Urban Providers	2
	Rural Providers	2
	Liaison to Surrounding COG Regions	1
	Private For-Profit Providers	2
	Private Non-Profit Providers	1
Interested Parties	Advocacy Groups	1
	Business Community	1
	Transit User/Potential User	1

Focus Groups

The Task Force created focus groups to correspond with the three major themes to coordination identified by regional stakeholders: Communication/Education, Resources, and Seamless Transportation Services. Each Focus Group was tasked with developing a list of potential coordination strategies related to their respective major theme. Focus Group members consisted of representatives from the Task Force, local agency staff, regional stakeholders, and other key individuals with expertise related to the given topic.

Stakeholders

Regional stakeholders played a pivotal role in building the foundation for development of the regional coordination plan. Over 70 regional stakeholders participated in a series of workshops in fall 2005 to select a lead agency and develop a methodology to guide the regional coordination planning process. Today, over 150 individuals are included in the Regional Public Transportation Coordination Stakeholder database, which includes representatives from four main stakeholder groups: health and human service agencies, local workforce boards, public and private transportation providers, and interested parties.

PLAN DEVELOPMENT

The Regional Public Transportation Coordination Task Force held its first official meeting in November 2005. This meeting marked the transition of regional coordination responsibilities from regional stakeholders to the Task Force. The first order of business for the Task Force was to develop their Vision, Mission, and Goals to guide their efforts throughout the planning process. This was a critical step in the process as it set the direction and established the purpose for the Task Force. In addition, the vision and mission statements were crucial as they would play a major role in securing regional support of and participation in the planning process.

Vision, Mission, and Goals

As adopted, the regional vision is “to have coordinated, efficient and accessible transportation services in North Central Texas that eliminate waste, promote use by the general public, and are environmentally friendly.” The mission of the Task Force was “to develop a regional public transportation plan for North Central Texas that includes short and long-term implementation strategies to move the region towards coordinated, accessible, and efficient public transportation services.” In addition to its vision and mission statement, the Task Force adopted a set of regional goals to complement those established by the state. The five regional goals outlined below encompass the concerns, priorities, and needs of multiple stakeholders within the North Central Texas region:

- Customer First
- Seamless Services
- Enhanced Communication between Agencies, Providers, and Users
- Education for Agencies, Providers, and Users
- Efficient use of Resources

Barriers and Constraints

Beginning in August 2005, the North Central Texas region held a series of stakeholder workshops to initiate the regional coordination effort. The initial barriers and constraints identified through these workshops generally fell into three major themes: Communication/Education, Resources, and Seamless Transportation Services. Upon its formation in November 2005, the Regional Public Transportation Coordination Task Force utilized its combined expertise and knowledge of particular programs, whether transportation, health and human services, or workforce to determine specific administrative or legislative barriers and constraints that limited the ability to coordinate services in the North Central Texas region. The barriers and constraints to coordination identified in North Central Texas are provided in detail and summary format below by major theme:

COMMUNICATION	
Communication between providers is limited.	More Communication
There is a lack of understanding of available services.	Better Communication
Communication between funding agencies and providers is not clear, concise, comprehensive, or consistent.	More and Better Communication
RESOURCES	
Lack of a comprehensive regional coordination effort has led to an inefficient allocation of resources.	More Bang For The Buck
Policies and procedures related to procurement of resources (vehicles, fuel, maintenance, etc.) are not standardized.	Spend Smarter
Existing funding streams are inadequate to provide comprehensive services in North Central Texas.	Need More Money
Reporting and administrative requirements for grantees tend to be overly burdensome.	Less Red Tape
SEAMLESS TRANSPORTATION SERVICES	
Boundaries (geographical, political, jurisdictional, etc.) hamper coordination efforts and make trips across the region difficult.	Tear Down Walls
Lack of uniform/standard definitions and procedures impede the implementation of coordinated regional services.	Common Procedures
Existing policies and guidelines hinder coordination efforts.	Consistent Policies
Incompatible technologies among providers (e.g., hardware, software) discourage coordination.	Shared Technology
Funding exists in isolated streams and inhibits coordination.	Single Funding Pot

Recognizing that local initiative may not be sufficient to overcome certain barriers and constraints, the region is working in collaboration with the 23 other Council of Government regions throughout the state, as well as the Texas Department of Transportation and the Texas Transportation Commission, to address those barriers and constraints that require state or federal action. To assist in this

endeavor, the region submitted a report to the Texas Department of Transportation outlining those barriers and constraints requiring their assistance in overcoming. A copy of this report is included as Appendix E. It is anticipated that the Texas Department of Transportation, in conjunction with the Texas Transportation Commission, will work to address the identified barriers and constraints through either legislative or administrative policy action in the near future.

Master List of Coordination Strategies

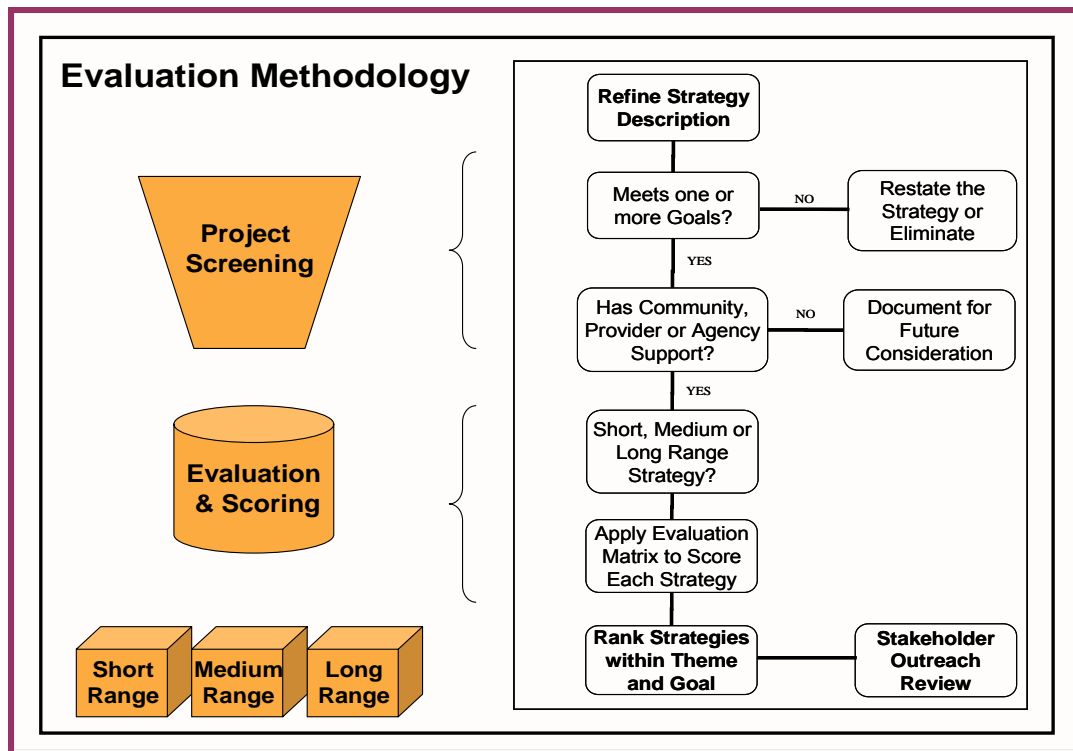
In response to the barriers and constraints outlined above, potential coordination strategies were identified to minimize, overcome, or remove existing barriers or constraints to regional coordination. The Task Force gleaned strategies from their own collective experiences, regional stakeholder workshops, public meeting comments, and best practices from other regions and states that have tackled similar issues. The goal of this exercise was to document all potential coordination strategies, whether feasible or not, to ensure that no potential strategies had been overlooked.

Master List of Coordination Strategies	
Communication/Education	19
Resources	31
Seamless Transportation Services	37
	<hr/>
	87

This process generated 87 potential coordination strategies to address specific barriers and constraints identified within each of the three major themes: Communication/Education, Resources, and Seamless Transportation. The potential coordination strategies are documented in the Master List of Coordination Strategies, which is provided in Appendix F.

Evaluation of Master List of Coordination Strategies

Due to the all inclusive nature of the Master List, the Task Force developed a methodology to evaluate potential coordination strategies and identify timeframes for implementation. The multi-step evaluation process was both quantitative and qualitative, and included project screening, evaluation, and scoring as illustrated by the graphic on the following page.



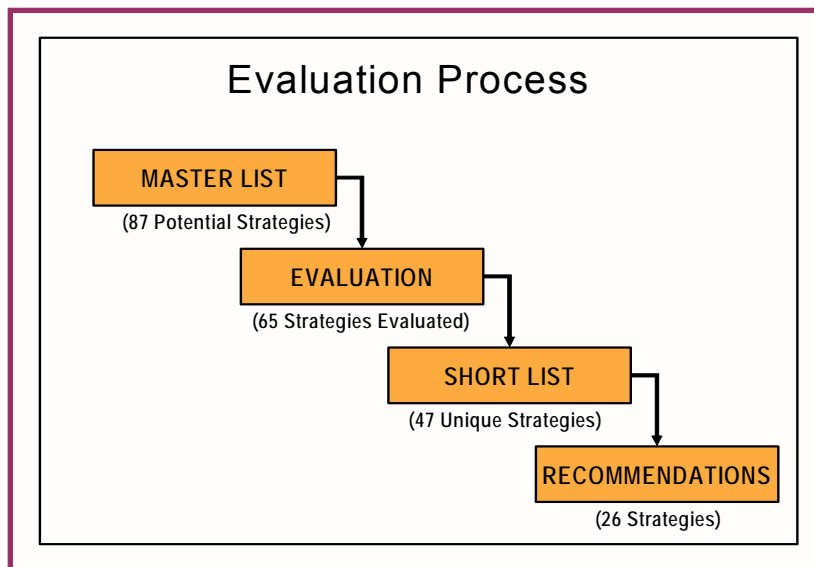
Each of the 87 potential coordination strategies catalogued in the Master List was taken through an initial project screening process that included the following questions:

1. Does the strategy meet one or more of the regional goals?
2. Does the strategy meet one or more of the state's goals?
3. Does the strategy have public support?
4. Does the strategy have agency and/or provider support?

A total of 22 strategies did not make it through the initial screening process. There were 17 not screened, as they were merged with similar strategies or too general in nature. Another 5 strategies received a negative response to one or more of the four questions above, and therefore did not move forward in the evaluation process.

Based on the initial screening process, 65 coordination strategies continued through the evaluation process to be scored, ranked, and prioritized. The scoring system was based on a number of evaluation criteria that focused on the benefit to the customer or agency/provider; estimated cost to implement; number of regional and state goals met; pilot project potential; and strategic value. At this stage, the timeframe for implementation of each strategy was also evaluated.

While each strategy evaluated was assigned a numeric score, the evaluation process was still very much qualitative in nature. Upon completion of the initial evaluation, the strategies were ranked and a reasonability check performed. If needed, strategies were reevaluated and rescored. This reiterative process ensured that individual strategies that were crucial building blocks of longer-term strategies, or had a symbiotic relationship with another strategy, were not overlooked.



Short List of Coordination Strategies

The result of the evaluation process was a condensed listing of 47 unique coordination strategies. These strategies were sorted by major theme and then grouped by implementation timeframe to comprise the Short List of Coordination Strategies, which is provided in Appendix G. While the Master List represented the universe of potential coordination strategies, the Short List represents those strategies under consideration for implementation in the North Central Texas region. Due to the volume of coordination strategies contained in the Short List, the strategies were categorized into Priority 1 and Priority 2 based on natural breaks in the scores. The 26 Priority 1 strategies were then combined and regrouped based on implementation timeframe and serve as the region's recommendations for coordination. These strategies are provided in more detail in Section 4.

PUBLIC INVOLVEMENT AND COMMUNITY OUTREACH

Public Involvement and Community Outreach was an essential component in the development of the North Central Texas Regional Public Transportation Coordination Plan. The intent was to develop a process that incorporated numerous stakeholder groups representing the diversity of the region, while providing multiple avenues for participation in the process. Various techniques were utilized to increase participation in the planning process. A detailed list of activities is included in Appendix H.

Key components of the North Central Texas public involvement and community outreach program are highlighted to the right, with more detail provided below.

**Public Involvement and
Community Outreach Activities**

Task Force/Focus Groups	13
Stakeholder Outreach	11
Public Meetings	15
Committees	12
Surrounding COG Regions	11
	<hr/> 62

Task Force/Focus Groups

The North Central Texas Regional Public Transportation Coordination Task Force was responsible for providing the overall policy guidance, direction, and oversight for the regional coordination effort. Task Force members represented a wide range of regional stakeholders, and served as a liaison between the Task Force and their respective stakeholder group on topics related to the regional coordination effort. The Task Force met the first Thursday of the month at 1:30 PM at the North Central Texas Council of Governments' offices. Meetings were open to the public.

The Task Force established three focus groups to correspond to the major themes to regional coordination identified by stakeholders: Communication/Education, Resources, and Seamless Transportation Services. A series of focus group meetings were held in March 2006. Members of the Task Force, as well as agency staff and stakeholders with an interest in the particular topic, served on the focus groups. Each focus group was responsible for expanding the list of potential coordination strategies and refining descriptions of potential coordination strategies for their respective major theme.

Stakeholder Outreach

From the beginning, stakeholders played a key role in the North Central Texas regional coordination effort. Regional stakeholders designated the lead agency, developed the work plan that guided the regional planning process, fashioned the administrative and policy structure to oversee development of the plan, and provided valuable input and feedback throughout the process.

During the initial drafting of the work plan, three Stakeholder Workshops were held in August, September and October 2005. Stakeholder outreach continued during development of the plan through presentations to targeted stakeholder groups, as well as a number of updates at key milestones. A fourth Stakeholder Workshop was held in November 2006 to present the region's coordination strategies. Stakeholders were asked to provide feedback on the recommendations

presented, indicate their highest priority strategies, and brainstorm on potential pilot projects for short-term strategic implementation. The feedback provided will be instrumental in providing guidance to the implementation phase of the coordination effort.

Public Meetings

In addition to regional stakeholders, the North Central Texas region sought input and feedback from the general public throughout development of the coordination plan. The regional coordination effort was presented to the public through multiple rounds of public meetings in August, October, and December 2006. A total of 15 public meetings were held throughout the 16-county North Central Texas region. Each of these meetings was publicized through mailing to over 9,000 interested parties, in area newspapers, and posted on the North Central Texas Council of Governments website. Transportation providers, health and human service agencies, and elected officials within the meeting area were also invited.

In addition, the regional coordination effort was presented to the media through a set of Media Lunches hosted by the North Central Texas Council of Governments. The first Media Lunch was held in September 2006 and focused on the background, progress, and draft recommendations for regional coordination. The second Media Lunch took place in November 2006 and focused on the final recommendations for regional coordination and their implementation.

Committees

Agency staff and elected officials were also kept informed on regional coordination activities through a succession of presentations to various committees of the North Central Texas Council of Governments, including the Surface Transportation Technical Committee, Regional Transportation Council, and the Executive Board. A summary of committee presentations is provided in Appendix I.

The Surface Transportation Technical Committee provides technical review, comment, and advice to the Regional Transportation Council on the regional transportation planning process. As the policy body for the Dallas-Fort Worth Metropolitan Area, the Regional Transportation Council is the forum for cooperative decision making. The primary functions of the Regional Transportation Council are to provide policy direction for multimodal transportation planning and to assure coordination among transportation modes, local government entities, and planning activities. The Regional Transportation Council is responsible for the Metropolitan Transportation Plan and the Transportation Improvement Program, and satisfying and implementing federal and state laws and regulations pertaining to the

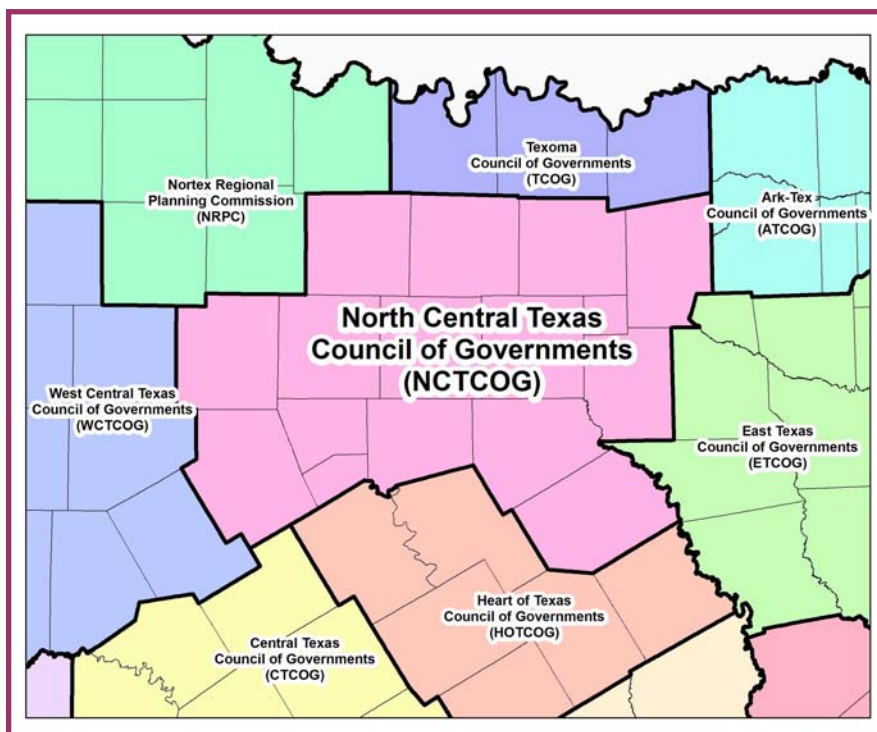
regional transportation planning process. In addition, the Council is responsible for approving the North Central Texas Regional Public Transportation Coordination Plan for the metropolitan area within the 16-county North Central Texas region. The Executive Board is responsible for approving the Plan as the policy making body for the North Central Texas Council of Governments, which encompasses all 16-counties of the North Central Texas region.

Coordination with Surrounding COG Regions

Given its central location and abundance of medical facilities, the North Central Texas region committed early on in the process to extend its coordination effort beyond its 16-county boundary. In all, seven different Council of Governments regions surround the North Central Texas region as the map below illustrates.

Each of these surrounding regions is also involved in the coordination process within their respective Council of Governments (COG) boundary. The most common form of outreach was staff-to-staff interaction, through attendance at other region's coordination meetings. These meetings provided a forum for exchanging information on respective coordination activities, identifying opportunities to assist each other, and documenting issues related to inter-regional travel.

These interactions, which are summarized in Appendix J, provided a broader picture of coordination issues, as well as fostered new relationships and opportunities for continued coordination between the regions. Among the highlights of these outreach activities was the execution of a Memorandum of Understanding between the North Central Texas region and Heart of Texas region for interregional cooperation on a number of transportation issues of common



interest, including regional coordination. A copy of the Memorandum of Understanding is provided in

Appendix K. In addition, a representative from the North Central Texas region was appointed to the East Texas Regional Coordination Planning Steering Committee. The two regions are pursuing the development of a Memorandum of Understanding, similar to that executed with the Heart of Texas, to facilitate coordination on a number of inter-regional issues.

COORDINATION RECOMMENDATIONS

The North Central Texas Regional Public Transportation Coordination Plan reflects the specific needs and priorities of the 16-county North Central Texas region. The following section outlines the coordination goals, policies, strategies, and projects identified to move the region towards more coordinated transportation services.

GOALS FOR COORDINATION

State Goals for Coordination

Article 13 of House Bill 3588 cited the multiplicity of public transportation providers and services, coupled with a lack of coordination between state oversight agencies, as having generated inefficiencies, overlaps in service, and confusion for consumers. The goals stated in the legislation are to: eliminate waste in the provision of public transportation services; generate efficiencies that will permit increased levels of service; and further the state's efforts to reduce air pollution.

Regional Goals for Coordination

Building on the state's goals outlined above, the Regional Public Transportation Coordination Task Force crafted its vision, mission, and goals to address the specific needs, priorities, objectives, and circumstances of the North Central Texas region. The overarching vision guiding the regional planning process was the desire for coordinated, efficient, and accessible transportation services. To this end, the Task Force was charged with developing a plan to move the region towards this vision. In developing the plan, the Task Force sought to identify both short and long-term coordination strategies that addressed one or more of the region's goals, as outlined below.

VISION
To have coordinated, efficient, and accessible transportation services in North Central Texas that eliminate waste, promote use by the general public, and are environmentally friendly.
MISSION
To develop a regional public transportation plan for North Central Texas that includes short and long-term implementation strategies to move the region towards coordinated, accessible, and efficient public transportation services.
GOALS
Customer First
Seamless Services
Efficient Use of Resources
Education for Agencies, Providers, and Users
Enhanced Communication between Agencies, Providers, and Users

Regional Coordination Policies

Early in the regional coordination effort, regional stakeholders were asked to provide input on what one problem the North Central Texas Regional Coordination Plan should address. Based on their feedback, three major themes to regional coordination were identified: Communication/Education, Resources, and Seamless Transportation Services. For each major theme, a set of regional policies were developed for the North Central Texas region. These policies, in conjunction with the three major themes, guided the regional coordination planning process, and serve as the foundation for the North Central Texas Regional Public Transportation Coordination Plan.

The North Central Texas regional coordination policies are outlined below by major theme:

NORTH CENTRAL TEXAS REGIONAL COORDINATION POLICIES	
Communication/Education	
Educate the public regarding available programs and services.	
Improve communication among providers and agencies.	
Improve the flow and consistency of information provided between funding agencies and providers.	
Resources	
Maximize the efficient use of transportation resources available in North Central Texas.	
Facilitate the development of common procurement practices throughout the region.	
Leverage traditional and non-traditional transportation funding to expand services across the region.	
Streamline reporting requirements and reduce duplication in grant administration activities.	
Seamless Transportation Services	
Work to minimize the impact of boundaries on the delivery of seamless transportation services throughout the region.	
Encourage uniform definitions and procedures across services and providers that improve mobility.	
Establish policies and procedures that encourage and reward coordination.	
Encourage common technology use among providers.	
Promote innovative projects that utilize multiple funding streams.	

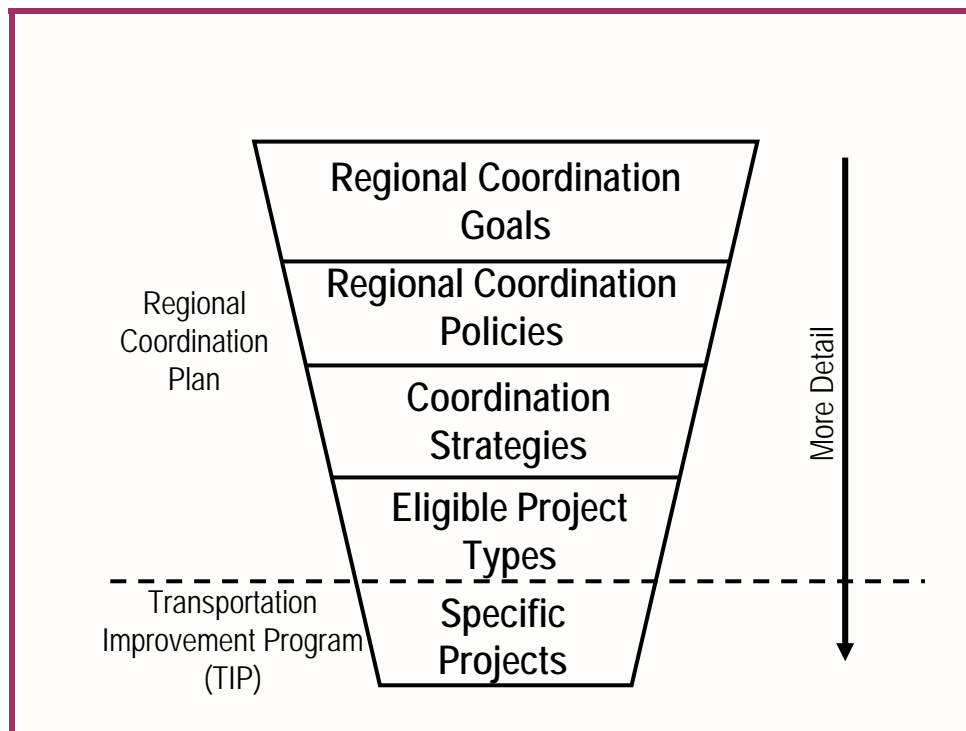
RECOMMENDATIONS FOR REGIONAL COORDINATION

For each regional policy, a set of short, medium, and long-term implementation strategies were identified. The table below outlines the regional coordination strategies recommended for implementation by timeframe, and are not intended to be unfunded mandates.

NORTH CENTRAL TEXAS REGIONAL COORDINATION RECOMMENDATIONS
SHORT-TERM IMPLEMENTATION STRATEGIES
Develop a linked system of common transfer points between transit providers.
Develop regionally accepted certification for clients eligible under the Americans with Disabilities Act (e.g., Regional ADA Pass, Regional ADA Certified Database, etc.).
Update Existing Transportation Provider Inventory (TPI) and make more visible on NCTCOG website and link from other transit agency websites.
Create Transportation Provider Inventory (TPI) based "pamphlet" to distribute throughout the region in libraries, community centers, senior centers, workforce centers, etc.
Establish a standing Regional Transit Operations Work Group with smaller sub-groups of those "that touch you."
Develop standardized eligibility standards (e.g., definitions of elderly and disabled).
Eliminate idle wait times for providers crossing jurisdictional boundaries by coordinating with other providers (e.g., trips to DFW).
Encourage cost-sharing agreements between providers to transport clients to/from other jurisdictions.
Identify underutilized vehicles that can be shared to increase overall efficiencies.
Encourage regional, rather than local taxi cab certification/registration.
Coordinate rate and fares for similar services.
MEDIUM-TERM IMPLEMENTATION STRATEGIES
Develop regional policies to support integrated services across jurisdictional boundaries.
Develop common application/certification process among ADA providers.
Create a GIS-based website to map routes throughout the region and across jurisdictional boundaries.
Eliminate service gaps both within and between service areas.
Provide service where no service exists or is limited (e.g., expand Job Access).
Coordinate long-term funding to expand service provision (e.g., Medicaid, etc.).
Coordinate alternative fuel requirements for new vehicles (e.g., move to emission-based standards).
Eliminate overlap between service areas.
Establish a capital asset management plan to centralize vehicle disposition and replacement.
Develop standardized vehicle specifications.
Develop a regional customer education program to address how to read schedules, identify the bus, pay the fare, etc.
Develop common reservation, scheduling, and dispatch practices throughout the region.
LONG-TERM IMPLEMENTATION STRATEGIES
Establish a regional point of contact to secure transportation services.
Coordinate payment collection, such as by a universal fare card.

REGIONAL COORDINATION PROJECTS

The goals, policies, and coordination strategies identified through the regional planning process serve as the foundation of the North Central Texas Regional Coordination Plan. Specific projects are not detailed in the plan in an effort to provide the region the necessary flexibility to meet its complex and ever changing set of challenges. Projects consistent with the regional coordination goals, policies, or strategies outlined in the Plan will be considered to be derived from the Plan, as illustrated below.



While specific projects are not included in the plan, a description of general categories of eligible project types is provided. The list is provided for illustrative purposes, and is not meant to be exhaustive. A project deemed eligible under the given funding program, and considered consistent with the Plan shall be deemed eligible for funding.

- ♦ **Administrative** - Administrative expenses include, but are not limited to, general administrative expenses such as salaries of the project director, secretary, and bookkeeper; insurance premiums or payments to a self-insurance reserve; office supplies; facilities and equipment rental; and standard overhead rates.

- ♦ **Capital** - Capital expenses include the acquisition, construction, improvement, and maintenance of public transit facilities and equipment needed for a safe, efficient, and coordinated public transportation system.
- ♦ **Marketing** - Marketing activities may include market research, production of route maps and schedules, information delivery, website development, advertising, and promotion of transportation benefits.
- ♦ **Operating** - Operating costs are considered those expenses necessary to operate, maintain, and manage a transit system. Operating expenses usually include such costs as driver salaries, fuel, and items having a useful life of less than a year.
- ♦ **Planning** - Planning activities may include studies relating to management, operations, and capital requirements.

IMPLEMENTATION AND MONITORING

The North Central Texas Council of Governments will continue in its role as the region's lead agency to facilitate regional coordination and provide the necessary administrative, management, planning, and technical resources to support this effort. As a majority of the recommendations will be implemented by the region's transportation providers, a Regional Transit Operations Workgroup will be established as outlined in the recommendations. The Regional Transit Operations Workgroup will work to develop coordination projects, oversee implementation, and monitor results.

PLAN UPDATE PROCESS

The North Central Texas Regional Public Transportation Coordination Plan serves to document the region's initial efforts to formally coordinate public transportation services as required by state and federal status. The Plan is intended to be a working document that guides the coordination of services within the region, while reflecting the evolving and changing regional environment.

Update Cycle

Plan amendments or revisions may be processed annually as needed to meet regional needs, with updates undertaken every two years. This update cycle satisfies the Texas Department of Transportation's requirement that the Plan be updated every two years. In addition, a two year cycle allows Plan updates to coincide with other transportation planning requirements, most notably the

federal requirement for non-attainment areas to update their Metropolitan Transportation Plan and Transportation Improvement Program every four years.

Funding of Updates

The initial plan was funded by the Regional Transportation Council and the Texas Department of Transportation. Continued activities related to implementation of the coordination recommendations, as well as future amendments, revisions, and updates to the Plan will be incorporated into the standard planning activities of the North Central Texas Council of Governments.

APPENDIX A

MAJOR THEMES AND STAKEHOLDER RESPONSES

REGIONAL PUBLIC TRANSPORTATION COORDINATION

Regional Kick-Off Workshop

Monday, August 1, 2005

Elements of Successful Plan

If this regional plan could solve one problem, what should that be?

Major Themes

1. Seamless Transportation System

The word seamless was used many times in describing how a regional public transportation system should operate.

Several mentioned the importance of eliminating jurisdictional boundaries (city/city, city/county, county/county, urban/rural, etc.)

Among the suggestions was a fare card accepted by all transit providers.

2. Communication/Education

Many customers do not know what services are available, and do not know who/where to call to find out.

Enhanced communication between all parties involved in the provision of public transportation services (funding agencies, transit providers, customers, etc.).

Among the suggestions was a regional number to secure transportation. This again gets at the idea of better communication and better education of the customer.

3. Resources

Recognition that the need for additional resources will be an ongoing issue.

Explore opportunities to stretch existing dollars further through coordination of funding and resources.

Among the suggestions were a cooperative procurement and/or pooling program (i.e., vehicles, maintenance, fuel, etc.). The increased buying power would help reduce costs for providers and help stretch existing dollars.

REGIONAL PUBLIC TRANSPORTATION COORDINATION

Regional Kick-Off Workshop

Monday, August 1, 2005

Elements of Successful Plan

If this regional plan could solve one problem, what should that be?

Health and Human Services

Coordinate funding requests for transportation between TxDOT, HHSC, FTA, CMS (Centers for Medicaid and Medicare), and the regional TxDOT offices.

Eliminate boundary between Fort Worth and Arlington for those who can not drive.

Ensure that older adults in all parts of the service area have access to inter-county transportation.

Establish a system to secure the most clients with the least money – taking care to reach the rural clients.

Get people across city/county boundaries, especially for medical trips. Develop a regional transportation authority instead of many local ones.

Provide same proportions of funds in rural areas as in metro areas.

Provide senior transportation at cheaper rates.

Interested Parties

Break the boundaries and restrictions so cities can come in and help. Also, eliminate problems accessing the service.

Create awareness to the region of the NEED for a regional plan, with a regional approach, cooperation, coordination, etc. We have to create awareness!

Effective use of all resources.

Include a legal rep in the process to identify those changes in statute that might be necessary.

Information sharing. Three-way communication between agencies, providers, and customers.

Inter-urban connections.

One regional number to call to secure transportation. (Houston as example.)

Provide transportation/access to low income households with no vehicles in suburban areas.

Relieve traffic congestion and provide metro public transportation.

Transit lines to/from DFW Airport and a website like CAMPO's.

Triangle approach of seamlessness between Fort Worth, Dallas, and Denton.

Transit Providers

Allow KART to provide all medical trips in Kaufman and Rockwall counties. Cabs should stay in Dallas, as this would eliminate duplication of service.

Change alternative fuel requirements (propane). Move on to emissions and away from fuels.

Combine efforts to address vendor issues: procurement, fuel sources, and maintenance.

Consumer education and provider education.

Coordination of services for DFW, and more money for the area in transit.

Dedicated funding source for public transportation and identify all barriers to enhanced coordination.

Elimination of unqualified contractors from participating. All should be required to have audited financials, then open process to more privatization.

Enable all residents access to a seamless transportation system.

Fix constraints placed on private for profit providers. Utilize the equipment bought by private non-profit organizations.

Identify all providers, including type of service, who is eligible, service area, and contact information.

Identify coordination barriers and secure adequate funding.

Improve efficiency to reduce cost and use savings to provide additional services.

Improved coordination of transportation requests (needs) with transportation resources and service (rides) delivery, using all available assets/resources in the region.

Make seamless travel available to citizens from a rural area to a metro area.

More efficient, safe, and affordable paratransit service to all areas in the region.

Overcome geographical boundaries to provide seamless transportation throughout the region and create riding passes valid on all systems.

Provide a broad and comprehensive approach to pooling resources in order to accommodate the transportation needs of this region.

Regional coordination of transportation.

Regional integration of services to provide effective and efficient public service sharing funds. Accessible streets, facilities, and buses.

Seamless transportation service. Also, identify alternative funding sources, other than sales tax or grants. Should address the problem of crossing boundaries (city, county, etc.)

Solve the municipality boundary issue and cross county lines.

Use taxi companies and combine the entities utilizing those taxi trips to maximize service. Route for effectiveness and efficiency.

Vehicle coordination to reduce costs – everyone uses the same buses/vans and can trade equipment.

Workforce Development Boards

Create, plan, fund, build, and implement a way for people to get where they need to go in the DFW metroplex.

Extremely flexible transportation to allow unemployed individuals to search for work.

Integrate the “full package” of services for individuals at all levels in our region in regards to transportation.

APPENDIX B

DATA COLLECTION

North Central Texas Transportation Provider Inventory Data

Provider Name: American Red Cross – Chisholm Trail
 Provider Known As: WHEELS
 Address: 1515 S. Sylvania Avenue
 Fort Worth, TX 76111
 Website: <http://www.chisholmtrail.redcross.org>

Type(s) of Client Served:

General Public	Elderly	Disabled	Students	Other
	X	X		X

Trip Purpose(s):

General	Medical	Education	Social Services	Work
	X			

Service Provided In:

Tarrant County

Restriction(s):

Must be Age 60+, Disabled, or Transportation Disadvantaged

Service Modes:

Fixed Route	Flexible Route	Subscription	Demand Response	Ridesharing
			X	

Hours of Service:

Monday – Friday	Saturday	Sunday
5:00 a.m. – 6:00 p.m.	None	None

Fare:

	Adult	Student	Child	Senior	Disabled
Fixed Route	N/A	N/A	N/A	N/A	N/A
Demand Response	\$2.00 - \$2.50	\$2.00 - \$2.50	\$2.00 - \$2.50	\$2.00 - \$2.50	\$2.00 - \$2.50

Other Fare Instruments:

Not Provided

Annual Passenger Trips:
 Percent Elderly:
 Percent Disabled:

107,000
 60%
 30%

Annual Operating Cost:

Not Provided

Contact Person:
 Phone:
 Email:

Julie Floyd
 (817) 335-9137 x232
FloydJu@usa.redcross.org

North Central Texas Transportation Provider Inventory Data

Provider Name: City of Cleburne
 Provider Known As: City/County Transportation
 Address: 10 N. Robinson
 Cleburne, TX 76033
 Website: <http://www.cleburne.net>

Type(s) of Client Served:

General Public	Elderly	Disabled	Students	Other
X	X	X	X	

Trip Purpose(s):

General	Medical	Education	Social Services	Work
X	X	X	X	X

Service Provided In: Johnson County

Restriction(s): None

Service Modes:

Fixed Route	Flexible Route	Subscription	Demand Response	Ridesharing
X			X	

Hours of Service:

Monday – Friday	Saturday	Sunday
5:00 a.m. – 8:00 p.m.	8:00 a.m. – 6:00 p.m.	None

Fare:

	Adult	Student	Child	Senior	Disabled
Fixed Route	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00
Demand Response	\$2.00 - \$10.00	\$2.00 - \$10.00	\$2.00 - \$10.00	\$2.00 - \$10.00	\$2.00 - \$10.00

Other Fare Instruments: Discount Passes are available for \$35.00 (\$40 value)
 Reduced Fare Passes are available for students 18 and under, seniors 60+, and persons with disabilities for \$20.00 (\$40 value)

Annual Passenger Trips: 54,000
 Percent Elderly: 30%
 Percent Disabled: Unknown

Annual Operating Cost: Not Provided

Contact Person: Shelley Rodriguez
 Phone: (817) 645-0924
 Email: cletran@cleburne.net

North Central Texas Transportation Provider Inventory Data

Provider Name: Collin County Area Regional Transit
 Provider Known As: CCART
 Address: 600 N. Tennessee Street
 McKinney, TX 75069
 Website: <http://www.cccoaweb.org>

Type(s) of Client Served:

General Public	Elderly	Disabled	Students	Other
X	X	X	X	X

Trip Purpose(s):

General	Medical	Education	Social Services	Work
X	X	X	X	X

Service Provided In: Collin County

Restriction(s): None

Service Modes:

Fixed Route	Flexible Route	Subscription	Demand Response	Ridesharing
X	X	X	X	

Hours of Service:

Monday – Friday	Saturday	Sunday
6:00 a.m. – 7:00 p.m.	8:00 a.m. – 6:00 p.m.	None

Fare:

	Adult	Student	Child	Senior	Disabled
Fixed Route	Free	Free	Free	Free	Free
Demand Response	\$2.00 - \$5.00	\$2.00 - \$5.00	\$2.00 - \$5.00	\$0.50	\$0.50

Other Fare Instruments: Not Provided

Annual Passenger Trips: 209,352
 Percent Elderly: 10%
 Percent Disabled: 1%

Annual Operating Cost: \$4.5 million

Contact Person: Pat C. Greever
 Phone: (972) 562-4275 x122
 Email: GreeverP@ccartcc.com

North Central Texas Transportation Provider Inventory Data

Provider Name: Community Services, Inc.
 Provider Known As: Community Transit Service
 Address: 408 E. 7th Ave.
 Corsicana, TX 75110
 Website: None

Type(s) of Client Served:

General Public	Elderly	Disabled	Students	Other
X	X	X		X

Trip Purpose(s):

General	Medical	Education	Social Services	Work
X	X	X	X	X

Service Provided In: Ellis and Navarro County

Restriction(s): None

Service Modes:

Fixed Route	Flexible Route	Subscription	Demand Response	Ridesharing
			X	

Hours of Service:

Monday – Friday	Saturday	Sunday
5:30 a.m. – 6:30 p.m.	None	None

Fare:

	Adult	Student	Child	Senior	Disabled
Fixed Route	N/A	N/A	N/A	N/A	N/A
Demand Response	Not Provided	Not Provided	Not Provided	Not Provided	Not Provided

Other Fare Instruments: Monthly Passes available

Annual Passenger Trips: 31,572
 Percent Elderly: 80%
 Percent Disabled: 30%

Annual Operating Cost: \$861,852

Contact Person: Charlotte Clower
 Phone: (903) 875-3736
 Email: csi_cts@sbcglobal.net

North Central Texas Transportation Provider Inventory Data

Provider Name: Dallas Area Rapid Transit
 Provider Known As: DART
 Address: 1401 Pacific Ave.
 Dallas, TX 75202
 Website: <http://www.dart.org>

Type(s) of Client Served:

General Public	Elderly	Disabled	Students	Other
X	X	X	X	X

Trip Purpose(s):

General	Medical	Education	Social Services	Work
X	X	X	X	X

Service Provided In:

Addison, Carrollton, Cockrell Hill, Dallas, Farmers Branch, Garland, Glenn Heights, Highland Park, Irving, Richardson, Rowlett, Plano and University Park

Restriction(s):

None

Service Modes:

Fixed Route	Flexible Route	Subscription	Demand Response	Ridesharing
X	X	X	X	X

Hours of Service:

Monday – Friday	Saturday	Sunday
5:00 a.m. – 10:00 p.m.	5:00 a.m. – 10:00 p.m.	5:00 a.m. – 10:00 p.m.

Fare:

	Adult	Student	Child	Senior	Disabled
Fixed Route	\$1.25 – 2.25	\$0.50	\$0.50	\$0.50	\$0.50
Demand Response	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50

Other Fare Instruments:

Discounted Annual & Monthly Fare Passes
Major Employer Pre-Payment Program

Annual Passenger Trips:
 Percent Elderly:
 Percent Disabled:

98.1 million
 Not Provided
 Not Provided

Annual Operating Cost:

\$323.9 million

Contact Person:
 Phone:
 Email:

Doug Douglas
 (214) 828-6728
ddouglas@dart.org

North Central Texas Transportation Provider Inventory Data

Provider Name: Denton County Transportation Authority
 Provider Known As: DCTA
 Address: 1660 S. Stemmons
 Lewisville, TX 75067
 Website: <http://www.dcta.net>

Type(s) of Client Served:

General Public	Elderly	Disabled	Students	Other
X	X	X	X	X

Trip Purpose(s):

General	Medical	Education	Social Services	Work
X	X	X	X	X

Service Provided In:

Cities of Denton, Lewisville, Highland Village, Hickory Creek and Corinth

Restriction(s):

Must be qualified to use the Dial-A-Ride or Paratransit services

Service Modes:

Fixed Route	Flexible Route	Subscription	Demand Response	Ridesharing
X			X	

Hours of Service:

Monday – Friday	Saturday	Sunday
5:30 a.m. – 10:00 p.m.	8:00 a.m. – 7:00 p.m.	None

Fare:

	Adult	Student	Child	Senior	Disabled
Fixed Route	\$1.25	\$0.75	\$0.75	\$0.60	\$1.25
Demand Response	\$2.50	N/A	N/A	\$2.50	\$2.50

Other Fare Instruments:

Adult Monthly Passes are available for \$35.00
 Child and Senior Monthly Passes are available for \$15.00

Annual Passenger Trips:

1,600,000

Percent Elderly:

5%

Percent Disabled:

5%

Annual Operating Cost:

\$7,000,000

Contact Person:

Carl Weckenmann

Phone:

(972) 221-4600

Email:

cweckenmann@dcta.net

North Central Texas Transportation Provider Inventory Data

Provider Name: City of Arlington
 Provider Known As: Handitran
 Address: 501 W. Sanford Street
 Arlington, TX 76011
 Website: <http://www.handitran.com>

Type(s) of Client Served:

General Public	Elderly	Disabled	Students	Other
	X	X		

Trip Purpose(s):

General	Medical	Education	Social Services	Work
X	X	X	X	X

Service Provided In:

City of Arlington

Restriction(s):

Must be a resident of Arlington age 65+ or disabled

Service Modes:

Fixed Route	Flexible Route	Subscription	Demand Response	Ridesharing
			X	

Hours of Service:

Monday – Friday	Saturday	Sunday
7:00 a.m. – 10:00 p.m.	8:00 a.m. – 9:00 p.m.	None

Fare:

	Adult	Student	Child	Senior	Disabled
Fixed Route	N/A	N/A	N/A	N/A	N/A
Demand Response	N/A	N/A	N/A	\$1.75	\$1.75

Other Fare Instruments:

Discounted tickets and monthly passes are available.

Annual Passenger Trips:

106,000

Percent Elderly:

50%

Percent Disabled:

25%

Annual Operating Cost:

\$2,084,876

Contact Person:

Juanita Bridges

Phone:

(817) 459-6390

Email:

bridgesj@ci.arlington.tx.us

North Central Texas Transportation Provider Inventory Data

Provider Name: City of Grand Prairie
 Provider Known As: The Grand Connection
 Address: 1821 West Freeway.
 Grand Prairie, TX 75051
 Website: <http://www.gptx.org>

Type(s) of Client Served:

General Public	Elderly	Disabled	Students	Other
	X	X		

Trip Purpose(s):

General	Medical	Education	Social Services	Work
X	X	X	X	X

Service Provided In: City of Grand Prairie

Restriction(s): Must be Age 60+ or Disabled

Service Modes:

Fixed Route	Flexible Route	Subscription	Demand Response	Ridesharing
		X	X	

Hours of Service:

Monday – Friday	Saturday	Sunday
5:00 a.m. – 6:00 p.m.	None	None

Fare:

	Adult	Student	Child	Senior	Disabled
Fixed Route	N/A	N/A	N/A	N/A	N/A
Demand Response	N/A	N/A	N/A	\$1.00	\$1.00

Other Fare Instruments: Medical Trips are Free

Annual Passenger Trips: 36,256
 Percent Elderly: 75%
 Percent Disabled: 23%

Annual Operating Cost: \$534,931

Contact Person: Anthony Flowers
 Phone: (972) 237-8545
 Email: aflowers@gptx.org

North Central Texas Transportation Provider Inventory Data

Provider Name: City of Mesquite
 Provider Known As: Mesquite Transportation for the Elderly and Disabled (MTED)
 Address: 1616 N. Galloway
 Mesquite, TX 75149
 Website: <http://www.cityofmesquite.com/mted>

Type(s) of Client Served:

General Public	Elderly	Disabled	Students	Other
	X	X		

Trip Purpose(s):

General	Medical	Education	Social Services	Work
X	X	X	X	X

Service Provided In:

City of Mesquite

Restriction(s):

Must be a Resident of Mesquite Age 60+ or Disabled

Service Modes:

Fixed Route	Flexible Route	Subscription	Demand Response	Ridesharing
			X	

Hours of Service:

Monday – Friday	Saturday	Sunday
5:00 a.m. – 6:00 p.m.	None	None

Fare:

	Adult	Student	Child	Senior	Disabled
Fixed Route	N/A	N/A	N/A	N/A	N/A
Demand Response	N/A	N/A	N/A	\$1.00	\$1.00

Other Fare Instruments:

Customers must purchase ride coupons (tickets) in advance and receive 2 free for every 10 purchased.

Annual Passenger Trips:
 Percent Elderly:
 Percent Disabled:

Not Provided

Annual Operating Cost:

\$920,000

Contact Person:

Don White

Phone:

(972) 329-8337

Email:

dwhite@ci.mesquite.tx.us

North Central Texas Transportation Provider Inventory Data

Provider Name: Fort Worth Transportation Authority
 Provider Known As: The T
 Address: 1600 E. Lancaster Avenue
 Fort Worth, TX 76102
 Website: <http://www.the-t.com>

Type(s) of Client Served:

General Public	Elderly	Disabled	Students	Other
X	X	X	X	X

Trip Purpose(s):

General	Medical	Education	Social Services	Work
X	X	X	X	X

Service Provided In:

Cities of Fort Worth, Blue Mound, Richland Hills, and Grapevine

Restriction(s):

MITS: Must meet ADA paratransit eligibility requirements

Service Modes:

Fixed Route	Flexible Route	Subscription	Demand Response	Ridesharing
X	X	X	X	X

Hours of Service:

Monday – Friday	Saturday	Sunday
5:00 a.m. – 12:00 a.m.	5:00 a.m. – 12:00 a.m.	6:00 a.m. – 10:00 p.m.

Fare:

	Adult	Student	Child	Senior	Disabled
Fixed Route	\$1.25	\$0.50	\$0.50	\$0.50	\$0.50
Demand Response	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50

Other Fare Instruments:

\$40 Monthly Pass
 \$15 Reduced Monthly Pass for Fixed Route Bus Service

Annual Passenger Trips:
 Percent Elderly:
 Percent Disabled:

Not Provided

Annual Operating Cost:

Not Provided

Contact Person:
 Phone:
 Email:

Carla Forman
 (817) 215-8903
cforman@the-t.com

North Central Texas Transportation Provider Inventory Data

Provider Name: Kaufman Area Rural Transportation
 Provider Known As: KART
 Address: 200 S. Virginia Street
 Terrell, TX 75160
 Website: <http://www.terrelldepot.com>

Type(s) of Client Served:

General Public	Elderly	Disabled	Students	Other
X	X	X		

Trip Purpose(s):

General	Medical	Education	Social Services	Work
X	X	X	X	X

Service Provided In: Kaufman and Rockwall County

Restriction(s): None

Service Modes:

Fixed Route	Flexible Route	Subscription	Demand Response	Ridesharing
			X	

Hours of Service:

Monday – Friday	Saturday	Sunday
5:00 a.m. – 7:00 p.m.	5:00 a.m. – 6:00 p.m.	None

Fare:

	Adult	Student	Child	Senior	Disabled
Fixed Route	N/A	N/A	N/A	N/A	N/A
Demand Response	\$2.00	\$2.00	\$2.00	\$1.00	\$1.00 - \$2.00

Other Fare Instruments: Travel between Kaufman and Rockwall Counties is \$6.00/trip.
 Travel for out of county medical appointments is \$15.00/trip.

Annual Passenger Trips: 40,000
 Percent Elderly: 60%
 Percent Disabled: 12%

Annual Operating Cost: \$700,000

Contact Person: Omega Ann Hawkins
 Phone: (972) 524-1423
 Email: omega@terrelldepot.com

North Central Texas Transportation Provider Inventory Data

Provider Name: Northeast Transportation Service
 Provider Known As: NETS
 Address: P.O. Box 95104
 Grapevine, TX 76051
 Website: <http://www.chisholmtrail.redcross.org>

Type(s) of Client Served:

General Public	Elderly	Disabled	Students	Other
	X	X		

Trip Purpose(s):

General	Medical	Education	Social Services	Work
X	X	X	X	X

Service Provided In:

Cities of Bedford, Euless, Grapevine, Haltom City, Hurst, Keller and North Richland Hills

Restriction(s):

Must be Age 55+ or disabled

Service Modes:

Fixed Route	Flexible Route	Subscription	Demand Response	Ridesharing
		X	X	

Hours of Service:

Monday – Friday	Saturday	Sunday
7:00 a.m. – 6:00 p.m.	None	None

Fare:

	Adult	Student	Child	Senior	Disabled
Fixed Route	N/A	N/A	N/A	N/A	N/A
Demand Response	N/A	N/A	N/A	\$1.50	\$1.50

Other Fare Instruments:

Prepaid passes are available in books of 10 for \$15.00

Annual Passenger Trips:
 Percent Elderly:
 Percent Disabled:

Not Provided

Annual Operating Cost:

Not Provided

Contact Person:
 Phone:
 Email:

Jennifer Hibbs
 (817) 410-3104
jhibbs@ci.grapevine.tx.us

North Central Texas Transportation Provider Inventory Data

Provider Name: Public Transit Services
 Provider Known As: PTS
 Address: P.O. Box 1055
 Mineral Wells, TX 76068
 Website: None

Type(s) of Client Served:

General Public	Elderly	Disabled	Students	Other
X	X	X	X	X

Trip Purpose(s):

General	Medical	Education	Social Services	Work
X	X	X	X	X

Service Provided In: Palo Pinto and Parker County

Restriction(s): None

Service Modes:

Fixed Route	Flexible Route	Subscription	Demand Response	Ridesharing
	X	X	X	X

Hours of Service:

Monday – Friday	Saturday	Sunday
7:00 a.m. – 6:00 p.m.	7:00 a.m. – 6:30 p.m.	None

Fare:

	Adult	Student	Child	Senior	Disabled
Fixed Route	Zone Pricing	Zone Pricing	Zone Pricing	Half Price	Zone Pricing
Demand Response	Zone Pricing	Zone Pricing	Zone Pricing	Half Price	Zone Pricing

Other Fare Instruments: Senior Citizen Gold Cards (Discounted Passes)
 Flexible Route Rates (Work/School Weekly Rates)

Annual Passenger Trips: Not Provided
 Percent Elderly:
 Percent Disabled:

Annual Operating Cost: \$766,797

Contact Person: Reta Brooks
 Phone: (940) 328-1391 x101
 Email: ptsreta@sbcglobal.net

North Central Texas Transportation Provider Inventory Data

Provider Name: Senior Center Resources and Public Transit
 Provider Known As: Senior Center Resources and Public Transit
 Address: 2304 B Stonewall Street
 Greenville, TX 75401
 Website: <http://www.scrpt.org>

Type(s) of Client Served:

General Public	Elderly	Disabled	Students	Other
X	X	X	X	

Trip Purpose(s):

General	Medical	Education	Social Services	Work
X	X	X	X	X

Service Provided In: Hunt County

Restriction(s): None

Service Modes:

Fixed Route	Flexible Route	Subscription	Demand Response	Ridesharing
			X	

Hours of Service:

Monday – Friday	Saturday	Sunday
7:00 a.m. – 7:00 p.m.	7:00 a.m. – 6:00 p.m.	None

Fare:

	Adult	Student	Child	Senior	Disabled
Fixed Route	N/A	N/A	N/A	N/A	N/A
Demand Response	\$2.00	\$1.00	\$1.00	\$2.00	\$2.00

Other Fare Instruments: Ticket Books with 25 trips may be purchased for the cost of 20 trips

Annual Passenger Trips: 52,000
 Percent Elderly: 7.5%
 Percent Disabled: 1%

Annual Operating Cost: \$700,000

Contact Person: David Caldwell
 Phone: (903) 454-1444 x101
 Email: dcaldwell@scrpt.org

North Central Texas Transportation Provider Inventory Data

Provider Name: SPAN, Inc.
 Provider Known As: SPAN
 Address: 1800 Malone Street
 Denton, TX 76201
 Website: <http://www.span-transit.org>

Type(s) of Client Served:

General Public	Elderly	Disabled	Students	Other
X	X	X	X	

Trip Purpose(s):

General	Medical	Education	Social Services	Work
X	X	X	X	X

Service Provided In: Denton County

Restriction(s): None

Service Modes:

Fixed Route	Flexible Route	Subscription	Demand Response	Ridesharing
			X	

Hours of Service:

Monday – Friday	Saturday	Sunday
6:00 a.m. – 7:00 p.m.	None	None

Fare:

	Adult	Student	Child	Senior	Disabled
Fixed Route	N/A	N/A	N/A	N/A	N/A
Demand Response	\$2.50	\$2.50	\$2.50	\$1.25	\$1.75

Other Fare Instruments: Not Provided

Annual Passenger Trips: 83,000
 Percent Elderly: 75%
 Percent Disabled: 35%

Annual Operating Cost: \$1,200,000

Contact Person: Clifford Splawn
 Phone: (940) 382-2224
 Email: cliffords@span-transit.org

North Central Texas Transportation Provider Inventory Data

Provider Name: The Transit System, Inc.
 Provider Known As: The Transit System
 Address: 401 Commerce Street
 Glen Rose, TX 76043
 Website: None

Type(s) of Client Served:

General Public	Elderly	Disabled	Students	Other
X	X	X	X	X

Trip Purpose(s):

General	Medical	Education	Social Services	Work
X	X	X	X	X

Service Provided In: Erath, Hood, and Somervell County

Restriction(s): None

Service Modes:

Fixed Route	Flexible Route	Subscription	Demand Response	Ridesharing
	X	X	X	

Hours of Service:

Monday – Friday	Saturday	Sunday
7:00 a.m. – 6:00 p.m.	None	None

Fare:

	Adult	Student	Child	Senior	Disabled
Fixed Route	\$1.25 - \$2.25	\$1.25 - \$2.25	\$1.25 - \$2.25	Half Price	\$1.25 - \$2.25
Demand Response	\$4.00 - \$9.00	\$4.00 - \$9.00	\$4.00 - \$9.00	Half Price	\$4.00 - \$9.00

Other Fare Instruments: Not Provided

Annual Passenger Trips: 38,413
 Percent Elderly: 27%
 Percent Disabled: 13%

Annual Operating Cost: \$1,056,943

Contact Person: Barbara L. Perry
 Phone: (254) 897-2964
 Email: ttsgen.manager@itexas.net

APPENDIX C

NORTH CENTRAL TEXAS COORDINATION BEST PRACTICES

**North Central Texas
Coordination Best Practices**

Region: North Central Texas

Best Practice # 1

Brief description of the Best Practice

The Northeast Transportation Services (NETS) provides door-to-door demand-response transportation services to persons age 55 and older or with a disability. The service receives federal 5307 urbanized funding, and the seven participating cities contribute financially to raise local match. They contract with the Fort Worth Transportation Authority, who in turn subcontracts to American Red Cross to actually provide the transportation service.

**Which of the following does your Best Practice address? Check all that apply.
Add any additional achievement that you feel is important.**

☒ Improve the delivery of transportation services

☒ Generate efficiencies in operation/increase levels of service

☒ Encourage cooperation and coordination

☐ Enhance customer satisfaction

☒ Improve efficiency and effectiveness

☐ Other. Describe _____

Briefly describe the Constraint this Best Practice resolved or helped to overcome?

NETS reduces duplication of service and offers cost savings. In its absence, each city would need to purchase its own vehicles and the costs associated with providing a similar level of service would be much higher.

Specifically describe how this Best Practice is achieving the benefits identified above. Try to quantify to the extent possible. Attach additional pages as required to describe in detail and with supporting facts.

The cities of Bedford, Euless, Grapevine, Haltom City, Hurst, Keller and North Richland Hills each contribute \$.50 per capita to provide the service. They also receive federal 5307 urbanized funding and State 5307 funding. The service gives those residents age 55 and older and disabled residents their mobility and enhances their quality of life. In FY 2006, NETS provided 22,600 total trips and had an operating budget of approximately \$550,000.

Can your local Best Practice be replicated in other regions? If Yes, provide a description of how this Best Practice can be of value to other Regions?

Yes. In other areas that lay outside a large urban transportation providers boundary, several cities can come together and leverage their local funds with federal funds to provide service to a greater number of people across a greater geographic area; all the while at a lower cost to each individual city than if they provided that service themselves.

**North Central Texas
Coordination Best Practices**

Person Identifying Best Practice:
Name: James Powell Phone: (817) 695-9283 Email: jpowell@nctcog.org
Agency: NCTCOG
Responder:
Name: Phone: Email:
Agency:

**North Central Texas
Coordination Best Practices**

Region: North Central Texas

Best Practice # 2

Brief description of the Best Practice

The Tarrant County Transportation Service (TCTS) utilizes 5310 funding to provide Elderly and Disabled transportation throughout Tarrant County. Participating cities receive dedicated days of service for their residents and a reduced fare of \$2.50, while any resident in the County can receive service for a fare of \$10.00.

Which of the following does your Best Practice address? Check all that apply.

Add any additional achievement that you feel is important.

☒ Improve the delivery of transportation services

☒ Generate efficiencies in operation/increase levels of service

☒ Encourage cooperation and coordination

☐ Enhance customer satisfaction

☒ Improve efficiency and effectiveness

☐ Other. Describe _____

Briefly describe the Constraint this Best Practice resolved or helped to overcome?

TCTS provides countywide transportation to elderly persons and persons with disabilities living in Tarrant County. There are no jurisdictional boundaries or resident requirements to disrupt the delivery of service.

Specifically describe how this Best Practice is achieving the benefits identified above. Try to quantify to the extent possible. Attach additional pages as required to describe in detail and with supporting facts.

Ten cities in Tarrant County participate in TCTS, including: Saginaw, Lakeside, Azle, Mansfield, Benbrook, Sansom Park, Westworth Village, Crowley, Everman and Southlake. In the absence of TCTS, these cities would have no available transportation to their elderly or disabled residents. The service provides mobility and enhances the quality of life for the residents of participating cities, as well as the County. In FY 2006, TCTS provided 6,400 total trips and had an operating budget of \$145,000.

Can your local Best Practice be replicated in other regions? If Yes, provide a description of how this Best Practice can be of value to other Regions?

Yes. Utilizing 5310 funding and offering reduced fare service or dedicated service days to cities that contribute financially creates added local match, but still provides service to residents of non-participating cities. This may entice other cities to join when their residents see others paying a greatly reduced fare or receiving dedicated days of service. Excellent way to encourage local participation in transit.

**North Central Texas
Coordination Best Practices**

Person Identifying Best Practice:
Name: James Powell Phone: (817) 695-9283 Email: jpowell@nctcog.org
Agency: NCTCOG
Responder:
Name: Phone: Email:
Agency:

**North Central Texas
Coordination Best Practices**

Region: North Central Texas

Best Practice # 3

Brief description of the Best Practice

Hurst-Euless-Bedford (HEB) Transit is a demand-response service available to low-income individuals for work, work-related, and human services appointments. The service is a partnership between the United Way of Tarrant County, Tarrant County Workforce Development Board, and North Central Texas Council of Governments (NCTCOG).

**Which of the following does your Best Practice address? Check all that apply.
Add any additional achievement that you feel is important.**

☒ Improve the delivery of transportation services

☒ Generate efficiencies in operation/increase levels of service

☒ Encourage cooperation and coordination

☐ Enhance customer satisfaction

☒ Improve efficiency and effectiveness

☐ Other. Describe _____

Briefly describe the Constraint this Best Practice resolved or helped to overcome?

The lack of available public transportation services for low-income individuals in Hurst, Euless and Bedford that do not qualify as elderly or disabled.

Specifically describe how this Best Practice is achieving the benefits identified above. Try to quantify to the extent possible. *Attach additional pages as required to describe in detail and with supporting facts.*

HEB Transit is providing transportation to those individuals most in need. In order to get to human service appointments or job interviews, it is necessary to have reliable transportation. With no money to purchase a car, many times appointments are missed or long distances traversed by walking. HEB Transit is free to the rider and offers a comfortable and safe trip to basic needs type appointments. There are six agencies distributing monthly passes to customers throughout the three city area. Since its inception in August, ridership continues to grow.

Can your local Best Practice be replicated in other regions? If Yes, provide a description of how this Best Practice can be of value to other Regions?

Yes. Combining charitable donations and Workforce transportation funding provides the 50 percent local match needed for federal Job Access/Reverse Commute funds. In addition, many times the same individuals are receiving assistance from both faith-based outreach groups and Workforce centers.

**North Central Texas
Coordination Best Practices**

Person Identifying Best Practice: Name: James Powell Phone: (817) 695-9283 Email: jpowell@nctcog.org Agency: NCTCOG
Responder: Name: Phone: Email: Agency:

**North Central Texas
Coordination Best Practices**

Region: North Central Texas

Best Practice # 4

Brief description of the Best Practice

The Trinity Railway Express (TRE) is jointly operated by the Fort Worth Transportation Authority and Dallas Area Rapid Transit. It provides commuter rail service between the two metropolitan areas and connectivity to the extensive transportation networks each employs.

**Which of the following does your Best Practice address? Check all that apply.
Add any additional achievement that you feel is important.**

- ☒ Improve the delivery of transportation services
☐ Generate efficiencies in operation/increase levels of service
☒ Encourage cooperation and coordination
☐ Enhance customer satisfaction
☒ Improve efficiency and effectiveness
☐ Other. Describe _____

Briefly describe the Constraint this Best Practice resolved or helped to overcome?

The lack of seamless public transportation services for individuals needing to travel between Dallas and Fort Worth.

Specifically describe how this Best Practice is achieving the benefits identified above. Try to quantify to the extent possible. Attach additional pages as required to describe in detail and with supporting facts.

The TRE bridges the gap between Dallas and Fort Worth and allows residents and visitors alike to travel between the two cities comfortably and efficiently. Stations located along the rail line include the mid-cities, Irving, and DFW Airport. In addition, the fare card is recognized by both DART and The T for free continuing service on either provider's fixed route services.

Can your local Best Practice be replicated in other regions? If Yes, provide a description of how this Best Practice can be of value to other Regions?

Yes. Cooperation and communication are the first steps to achieving coordination. In the case of the TRE, both Dallas and Fort Worth recognized the need for efficient travel between the cities and worked together to realize that goal.

Person Identifying Best Practice:

Name: James Powell Phone: (817) 695-9283 Email: jpowell@nctcog.org
Agency: NCTCOG

**North Central Texas
Coordination Best Practices**

Responder:

Name:

Phone:

Email:

Agency:

**North Central Texas
Coordination Best Practices**

Region: North Central Texas

Best Practice # 5

Brief description of the Best Practice

Dedicated transfer points between Arlington HandiTran and the Fort Worth Transportation Authority so customers can safely and comfortably travel between Fort Worth and Arlington for appointments.

Which of the following does your Best Practice address? Check all that apply.

Add any additional achievement that you feel is important.

☒ Improve the delivery of transportation services

☒ Generate efficiencies in operation/increase levels of service

☒ Encourage cooperation and coordination

☒ Enhance customer satisfaction

☐ Improve efficiency and effectiveness

☐ Other. Describe _____

Briefly describe the Constraint this Best Practice resolved or helped to overcome?

The inability of customers on the Handitran service to seamlessly and comfortably transfer to The T for connectivity with the City of Fort Worth and its medical and social service facilities.

Specifically describe how this Best Practice is achieving the benefits identified above. Try to quantify to the extent possible. Attach additional pages as required to describe in detail and with supporting facts.

Handitran customers wishing to travel into Fort Worth for medical appointments or to access social services are able to transfer onto that service at two established bus stops on the Eastern edge of The T's service area (Eastchase and Lancaster) on its border with Arlington.

Can your local Best Practice be replicated in other regions? If Yes, provide a description of how this Best Practice can be of value to other Regions?

Yes. In areas where many service providers operate in limited geographic areas, it is crucial that they communicate with each other and work to improve the mobility of their customers. Establishing transfer points is relatively easy and the added benefits to the customers are immeasurable.

Person Identifying Best Practice:

Name: James Powell

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Agency: NCTCOG

**North Central Texas
Coordination Best Practices**

Responder:

Name:

Phone:

Email:

Agency:

**North Central Texas
Coordination Best Practices**

Region: North Central Texas

Best Practice # 6

Brief description of the Best Practice

TAPS purchase of fuel from the counties it operates in at the bulk discount rate.

**Which of the following does your Best Practice address? Check all that apply.
Add any additional achievement that you feel is important.**

☐ Improve the delivery of transportation services

☒ Generate efficiencies in operation/increase levels of service

☐ Encourage cooperation and coordination

☐ Enhance customer satisfaction

☒ Improve efficiency and effectiveness

☐ Other. Describe _____

Briefly describe the Constraint this Best Practice resolved or helped to overcome?

It is more costly to refuel taxpayer funded public transportation vehicles at the corner gas station versus a public entity (City/County/State) refueling site. In addition, alternative fuels are often difficult to find in the outlying areas and hours of these “mom and pop” stores are always subject to change.

Specifically describe how this Best Practice is achieving the benefits identified above. Try to quantify to the extent possible. Attach additional pages as required to describe in detail and with supporting facts.

TAPS realizes a cost savings of between \$.08 and \$.20 cents per gallon depending on the time of year. When operating vehicles twelve or more hours a day throughout a multi-county region, those savings equate to more service available to everyone.

Can your local Best Practice be replicated in other regions? If Yes, provide a description of how this Best Practice can be of value to other Regions?

Yes. While each region is unique, in this instance all it took was asking to refuel at County sites by the transportation provider. There are no formal agreements to speak of. It makes fiscal tax spending sense to allow vehicles purchased and operated with tax dollars to refuel at locations funded by tax dollars to realize cost savings.

**North Central Texas
Coordination Best Practices**

Person Identifying Best Practice:
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Agency: NCTCOG
Responder:
Name: Phone: Email:
Agency:

**North Central Texas
Coordination Best Practices**

Region: North Central Texas

Best Practice # 7

Brief description of the Best Practice

Texoma Area Paratransit System (TAPS) agreement with Dallas Area Rapid Transit (DART) to provide commuter bus transportation for persons in Sherman/Dennison to the North Plano DART Light Rail station, where they are able to utilize the light rail system for travel into the Greater Dallas area.

Which of the following does your Best Practice address? Check all that apply.

Add any additional achievement that you feel is important.

☒ Improve the delivery of transportation services

☐ Generate efficiencies in operation/increase levels of service

☒ Encourage cooperation and coordination

☒ Enhance customer satisfaction

☐ Improve efficiency and effectiveness

☐ Other. Describe _____

Briefly describe the Constraint this Best Practice resolved or helped to overcome?

The ability of long distance commuters or those with medical/human service appointments to travel from the Sherman/Dennison area to the Greater Dallas area, a distance of approximately 50 miles.

Specifically describe how this Best Practice is achieving the benefits identified above. Try to quantify to the extent possible. Attach additional pages as required to describe in detail and with supporting facts.

The agreement between TAPS and DART allows for seamless multi-regional travel for those in the Sherman/Dennison area. TAPS brings the customers to the North Plano station, where they connect with light rail service to downtown Dallas and the extensive available DART fixed route services. Once downtown, customers can also ride the Trinity Railway Express (TRE) to DFW Airport or downtown Fort Worth.

Can your local Best Practice be replicated in other regions? If Yes, provide a description of how this Best Practice can be of value to other Regions?

Yes. In smaller regions or outlying areas, the ability for rural providers to meet with the fixed route services provided in larger metropolitan areas is an excellent cost saving technique. It allows the rural provider to continue using the vehicle in what would otherwise be downtime, and the fixed route services already being provided realize increased ridership.

**North Central Texas
Coordination Best Practices**

Person Identifying Best Practice:
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Agency: NCTCOG
Responder:
Name: Phone: Email:
Agency:

**North Central Texas
Coordination Best Practices**

Region: North Central Texas

Best Practice # 8

Brief description of the Best Practice:

Dallas Area Rapid Transit contracts with Collin County Area Regional Transit (CCART) to provide demand-response transportation in that portion of Plano that lies within Collin County. Plano is a DART member city.

**Which of the following does your Best Practice address? Check all that apply.
Add any additional achievement that you feel is important.**

- ☒ Improve the delivery of transportation services
☒ Generate efficiencies in operation/increase levels of service
☒ Encourage cooperation and coordination
☐ Enhance customer satisfaction
☒ Improve efficiency and effectiveness
☐ Other. Describe _____

Briefly describe the Constraint this Best Practice resolved or helped to overcome?

The high cost to DART to provide a demand-response service in the northernmost portion of its service area.

Specifically describe how this Best Practice is achieving the benefits identified above. Try to quantify to the extent possible. Attach additional pages as required to describe in detail and with supporting facts.

CCART and its transportation assets are located much closer to the geographical area than DART's. Therefore, it is cheaper for DART to purchase the service. CCART has vehicles in the area already, so the increased cost to the provision of its services is minimized. However, CCART receives much needed revenue through the arrangement that can be used for local match on other federal and State grants.

Can your local Best Practice be replicated in other regions? If Yes, provide a description of how this Best Practice can be of value to other Regions?

Yes. If two providers have overlapping service areas, it sometimes makes sense for one to purchase service from the other rather than providing the same service themselves. This is especially true when the distance required between deadheads would be much longer for one provider.

Person Identifying Best Practice:

Name: James Powell Phone: (817) 695-9283 Email: jpowell@nctcog.org
Agency: NCTCOG

**North Central Texas
Coordination Best Practices**

Responder:

Name:

Phone:

Email:

Agency:

APPENDIX D

TASK FORCE MEMBERSHIP ROSTER

**North Central Texas
Regional Public Transportation Coordination
Task Force Members**

FEDERAL AND STATE FUNDING PARTNERS

Ms. Jessica Gonzales
TSC Supervisor
Medical Transportation Program

Ms. Lynn Hayes
Community Planner
Region VI
Federal Transit Administration

Ms. Mary Hobson
Public Transportation Coordinator
Fort Worth District
Texas Department of Transportation

Ms. Anne Polk
Public Transportation Coordinator
Dallas District
Texas Department of Transportation

HEALTH & HUMAN SERVICE AGENCIES

Mr. Yussuf Kalib
Regional Director
Department of Aging and Disability Services

Mr. Kevin Orr
Regional Coordinator
Health and Human Services Commission

Ms. Martha Rodriguez
Medicaid & CHIP Regional Coordinator
Health & Human Services Commission

Vacant
Department of State Health Services

Mr. Earl Ridle
Area Manager
Department of Assistive and Rehabilitative Services

INTERESTED PARTIES

Advocacy Representative

Ms. Edith Jones
State Transportation Chair
League of Women Voters of Texas

Business Community Representative

Ms. Donna Halstead
President
Dallas Citizens Council

Transit User/Potential User Representative

Ms. Donna Anderson
President
Arlington Mayor's Committee on People with Disabilities

TRANSPORTATION PROVIDERS

Metropolitan Transportation Authorities

Mr. Doug Douglas
Vice President, Paratransit Services
Dallas Area Rapid Transit

Ms. Carla Forman
Assistant Vice President
Fort Worth Transportation Authority

Mr. Scott Neeley
Director of Program Development
Denton County Transportation Authority

Small Urban Transportation Providers

Ms. Juanita Bridges
Transit Manager
City of Arlington

Mr. Tony Flowers
Transit Coordinator
City of Grand Prairie

Rural Transportation Providers

Mr. Pat Greever
Director of Transportation
Collin County Area Regional Transit

Ms. Shelley Rodriguez
Transportation Manager
City of Cleburne

Liaison to Surrounding COG Boundaries

Mr. Ven Hammonds
Executive Director
TAPS Public Transportation System

Private For-Profit Transportation Provider Representatives

Mr. Karl Kuhlman
Vice President
Cowboy Cab Company

Mr. Massoud Nasseri
President
Freedom Cab Company

Private Non-Profit Transportation Provider Representative

Ms. Julie Floyd
Transportation Director
American Red Cross – Chisholm Trail Chapter

WORKFORCE BOARDS

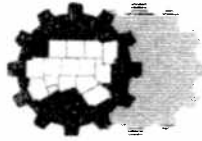
Ms. Kay Gollihugh
Community Contracts Manager
Workforce Solutions for Tarrant County

Mr. Richard Perez
Associate Vice President of Planning
WorkSource for Dallas County

Ms. Mary Tubbs
Senior Operations Specialist
North Central Texas Workforce

APPENDIX E

REPORT ON BARRIERS AND CONSTRAINTS TO REGIONAL COORDINATION



North Central Texas Council Of Governments

October 18, 2006

Mr. Kelly Kirkland
Director, Planning and Support Section
Public Transportation Division
Texas Department of Transportation
125 East 11th Street
Austin, Texas 78701-2483

Dear Mr. Kirkland:

The North Central Texas Council of Governments (NCTCOG) is the lead agency for development of the Regional Public Transportation Coordination Plan for the 16-county North Central Texas region. While NCTCOG staff provides the necessary technical, planning, and administrative support, the Regional Public Transportation Coordination Task Force provides the overall policy guidance, direction, and oversight for this regional effort. On behalf of the Task Force, the following report outlining the region's barriers and constraints to coordination is being submitted to the Texas Department of Transportation (TxDOT) for consideration.

Beginning in August 2005, the North Central Texas region held a series of Stakeholder Workshops to initiate the regional coordination effort. The initial barriers and constraints identified through these Stakeholder Workshops generally fell into three major themes: Seamless Transportation Services; Education and Communication; and Resources. Upon its formation in November 2005, the Regional Public Transportation Coordination Task Force focused its efforts on documenting the specific barriers and constraints to coordination, formulating strategies to address them, initiating short-term strategic coordination projects, and establishing the necessary foundation for the successful implementation of future coordination efforts. Reference Item 1 provides a summary of the regional barriers and constraints identified by major theme.

Recognizing that State or federal action may not be the only, or most effective, response to some barriers and constraints to coordination, the North Central Texas region is also actively pursuing local solutions to address regional barriers and constraints. To assist TxDOT in focusing its efforts, the information provided focuses on those barriers and constraints that are best addressed at the State or federal level. Reference Item 2 provides an index of these barriers and constraints, along with a brief description, source, result, and impact of the barrier/constraint. As appropriate, a completed Barrier or Constraint Form is provided in Reference Item 3.

Mr. Kelly Kirkland
Page Two

October 18, 2006

The North Central Texas region is committed to the regional coordination effort and is actively developing a Regional Public Transportation Coordination Plan that will include short and long-term implementation strategies to move the region towards more coordinated, accessible, and efficient public transportation services. Please do not hesitate to contact me at (817) 608-2329 should you have any questions on the information provided or desire additional information.

Sincerely,

A handwritten signature in black ink, reading "Michelle L. Bloomer". The signature is fluid and cursive, with the first name "Michelle" being more prominent and the last name "Bloomer" following in a similar style.

Michelle L. Bloomer
Principal Transportation Planner

MLB:tmb
Attachments

cc: Shawna Russell, Commissioner Hope Andrade's Office
2005-2007 UPWP Element 3.03 Project File

**NORTH CENTRAL TEXAS
REGIONAL PUBLIC TRANSPORTATION COORDINATION**

Barriers and Constraints by Major Theme

SEAMLESS TRANSPORTATION SERVICES

- S1** Boundaries (geographical, political, jurisdictional, etc.) hamper coordination efforts and make trips across the region difficult. (*Tear Down Walls*)
- S2** Lack of uniform/standard definitions and procedures impede the implementation of coordinated regional services. (*Common Procedures*)
- S3** Existing policies and guidelines hinder coordination efforts. (*Consistent Policies*)
- S4** Incompatible technologies among providers (e.g., hardware, software) discourage coordination. (*Shared Technology*)
- S5** Funding exists in isolated streams and inhibits coordination. (*Single Funding Pot*)

COMMUNICATION/EDUCATION

- C1** Communication between providers is limited. (*More Communication*)
- C2** There is a lack of understanding of available services. (*Better Communication*)
- C3** Communication between funding agencies and providers is not clear, concise, comprehensive, or consistent. (*More and Better Communication*)

RESOURCES

- R1** Lack of a comprehensive regional coordination effort has led to an inefficient allocation of resources. (*Better Use Of What We Have/More Bang For Your Buck*)
- R2** Policies and procedures related to procurement of resources (vehicles, fuel, maintenance, etc.) are not standardized. (*Spend Smarter*)
- R3** Existing funding streams are inadequate to provide comprehensive service in the North Central Texas region. (*Need More Money*)
- R4** Reporting and administrative requirements for grantees tend to be overly burdensome. (*Less Red Tape*)

North Central Texas
Regional Public Transportation Coordination
Index of Barriers and Constraints

Description	Source	Result	Impact
SEAMLESS TRANSPORTATION SERVICES			
Medical Transportation Program (MTP) policies and procedures.	Health and Human Services Commission, Medicaid Program Rules, Texas Administrative Code, TxDOT Program Administration	Creates islands of service.	Creates duplication of services. Generates customer confusion. Limits coordination. Inefficient use of resources. Limits regional mobility.
COMMUNICATION/ EDUCATION			
Lack of central information source.		Confusion among providers and customers.	Customers do not know what services are available or where to call. Limits understanding and potential for coordination among existing providers.
RESOURCES			
Inability of State funding to meet current demand.	Texas Legislature	Service provided based on funding available, not need/demand for service.	Limits service. Limits regional mobility. Inhibits coordination.

Description	Source	Result	Impact
RESOURCES (cont'd)			
Delayed receipt and instability of federal and State funds.	Congress Federal Transit Administration TxDOT	Unstable financial environment.	Limits service. Thwarts meaningful planning. Impedes coordination.
Limitations and/or caps on eligible expenses.	Federal Transit Administration	Policies to manage limited funds (i.e., manage demand).	Inconsistent eligibility requirements. Inhibits coordination. Limits regional mobility.
New vehicles purchased with federal/State funds must be ADA accessible.	Federal Transit Administration	ADA accessible vehicles more expensive. Focus on fleet accessibility versus service accessibility.	High operational cost results in less service provided.
ADA requirements differ between federal funding programs and public/private providers.	Federal Transit Administration/ Health and Human Services	Higher costs for public providers.	High operational cost results in less service provided. Public providers have competitive disadvantage.
Requirement to purchase alternative fueled vehicle.	TxDOT/Transportation Commission	Providers spend more money on vehicles, maintenance, and fuel.	High operational cost results in less service provided.
Local government/agencies not eligible to purchase fuel from State refueling sites.	TxDOT General Counsel - Interpretation of statute	Providers not able to purchase fuel at bulk rate.	High operational costs result in less service provided.

REFERENCE ITEM 2

Burdensome/intrusive reporting requirements for clients/providers of Area Agency on Aging funded transportation services.	Older Americans Act/DADS? Regulation/Policy?	Few clients/providers willing to meet requirements.	Limits opportunities to provide/coordinate service.
Requirement to continue providing service/reporting after Area Agency on Agency funds have been expended.	Older American Act Department of Aging and Disability Service	Unfunded mandate.	Limits service. Reduces mobility options. Limits opportunities to coordinate.

Region: North Central Texas		
Constraint # 1		
Brief description of the Constraint		
Lack of a single/centralized source of information on public transportation services available in Texas.		
Source of Constraint		
State – Texas Department of Transportation		
<u>Specifically</u> describe how this Constraint is limiting or restricting coordinated regional service.		
The lack of a single/centralized source of information on public transportation services available in Texas creates confusion among customers and providers. Customers do not know what services are available or who to call to find out. Communication among providers, as well as an understanding of each other's services, limits the potential for coordination.		
What is your Region doing to take Local initiative to address and resolve constraint?		
The North Central Texas region has developed a regional transit provider directory called the Transportation Provider Inventory (TPI). The TPI is being updated in conjunction with the statewide data collection effort. Once updated the TPI will be available online as well as distributed throughout the region (senior centers, workforce centers, libraries, etc.) in hard copy.		
Do you need additional assistance on how other Regions have tackled and resolved similar Constraints?		
No		
Would you like to post a request for advice or suggestions from other Regions on the RSP website?		
No		
Person Identifying Constraint:		
Name: North Central Texas Regional Public Transportation Coordination Task Force		
Contact: Michelle Bloomer		
Phone: (817) 608-2329	Email: mbloomer@nctcog.org	
Agency: North Central Texas Council of Governments		
Responder:		
Name:	Phone:	Email:
Agency:		

Region: North Central Texas

Barrier # 1

Brief description of the Barrier:

Lack of integration and coordination of the Medical Transportation Program with the State's coordination efforts.

Source of Barrier

☒ **X** **Is the Barrier officially documented?** If Yes, define specific source of Barrier.

- Federal Statute _____
- Federal Agency Regulation _____
- Federal Funding Policy _____

- Texas Statute (Transportation Code, for example) _____
- Texas Regulation (Administrative Code, for example) **1 TAC § 380.203 & 380.207**
- Texas Agency Policy, especially funding policy _____

- Regional Government Policy _____

- Local Agency Policy _____
- Local Interpretation of Federal/State Law _____

☒ **X** **Is the Barrier something you know by reference** but not necessarily documented? If Yes, define your best understanding of the source of Barrier.

The Medical Transportation Program (MTP) represents the largest amount of transportation funding provided by the State. Despite this, the MTP policies and procedures disregard coordination and actually hamper the ability to coordinate. These hindrances stem from the Health & Human Services Commission, Medicaid Program Rules, Texas Administrative Code, and administration of the program.

Recommendation: Texas Transportation Commission takes appropriate action to correct the current practices in administering the program that inhibits coordination. The Commission should also encourage the Health and Human Services Commission (HHSC) to take appropriate action on its administrative regulations and bring its agencies to the table in discussions on coordination.

Specifically describe how this Barrier is obstructing coordinated regional service.

The Medical Transportation Program (MTP) limits the ability to coordinate in many ways. First, the program will only allow trips to or from medical appointments. If a person wishes to go shopping or to the Senior Center following their appointment, they must often make that arrangement through the provider itself, which involves an additional call and inconvenience. Often, however, they must be transported back home from the medical appointment, and then re-board the same vehicle (or through another service provider) for a non-medical related trip. This results in four (4) trips being provided, instead of the needed three. This is a waste of limited resources and an enormous inconvenience to the customer.

Another factor that limits the ability to coordinate is the fact that MTP contactors do not receive a final trip schedule until 5:00 p.m. (or sometimes 7:00 p.m.) the night before those trips are to occur. There is an existing requirement for 48 hours notice to secure transportation, but HHSC allows trips to be scheduled up to 5:00 p.m. the day before. This almost completely eliminates the provider's ability to coordinate trips because they must scramble to accommodate the trips at the last minute. In addition, Medicaid trips are to be prioritized over all other trips provided. Adhering to the 48 hours advance notice requirement would be an enormous step in supporting coordination.

Finally, as a specific example, there are many Adult Day Care customers that also qualify for MTP. However, MTP does not classify trips to/from Adult Day Care as a "medical trip", so those people are often left without transportation. Given both programs are administered by HHSC and funded by TxDOT, it would seem evident that coordinating transportation for customers of both programs would benefit everyone involved.

Person Identifying Barrier:

Name: **North Central Texas Regional Public Transportation Coordination Task Force**

Contact: **Michelle Bloomer**

Phone: **(817) 608-2329**

Email: **mbloomer@nctcog.org**

Agency: **North Central Texas Council of Governments**

Responder:

Name:

Phone:

Email:

Agency:

Region: North Central Texas

Barrier # 2

Brief description of the Barrier:

Inability of State funding to meet current demand.

Source of Barrier

 Is the Barrier officially documented? If Yes, define specific source of Barrier.

- Federal Statute _____
- Federal Agency Regulation _____
- Federal Funding Policy _____

- Texas Statute (Transportation Code, for example) _____
- Texas Regulation (Administrative Code, for example) _____
- Texas Agency Policy, especially funding policy X _____

- Regional Government Policy _____

- Local Agency Policy _____
- Local Interpretation of Federal/State Law _____

 Is the Barrier something you know by reference but not necessarily documented? If Yes, define your best understanding of the source of Barrier.

The American Association of State Highway and Transportation Officials, the American Public Transportation Association, and the U.S. Department of Transportation Bureau of Transportation Statistics jointly released the 2005 Survey of State Funding for Public Transportation. Based on this report, in 2005 Texas ranked 23rd in public transportation spending nationwide at \$29 million. Texas dropped further on the list to 33rd in per capita spending, with only \$1.30 per person.

Specifically describe how this Barrier is obstructing coordinated regional service.

The inability of State funding to meet the current demand, has resulted in a level of service equivalent to the funding available, and not the need or demand for service. In addition, inflation and increased costs (insurance, fuel, alternative fueled vehicles, etc.) have further diminished the buying power of the existing funding. This combination has eroded the ability of Texas' transit providers to meet the existing demand for services, not to mention seriously jeopardizing their ability to expand services to meet the ever growing demand.

Person Identifying Barrier:

Name: **North Central Texas Regional Public Transportation Coordination Task Force**

Contact: **Michelle Bloomer**

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Agency: **North Central Texas Council of Governments**

Responder:

Name:

Phone:

Email:

Agency:

Region: North Central Texas

Barrier # 3

Brief description of the Barrier:

Delayed receipt and instability of federal and State funds.

Source of Barrier

 Is the Barrier officially documented? If Yes, define specific source of Barrier.

- Federal Statute _____
- Federal Agency Regulation _____
- Federal Funding Policy X _____

- Texas Statute (Transportation Code, for example) _____
- Texas Regulation (Administrative Code, for example) _____
- Texas Agency Policy, especially funding policy X _____

- Regional Government Policy _____

- Local Agency Policy _____
- Local Interpretation of Federal/State Law _____

 Is the Barrier something you know by reference but not necessarily documented? If Yes, define your best understanding of the source of Barrier.

Transit providers that do not have a dedicated source of local funds (i.e., sales tax) rely on federal and State funds for the continued operation of their system. For many transit providers, State and federal funds make up a large percentage of their annual operating budgets. When the receipt of federal or State funds is delayed, providers are forced to utilize limited local dollars to cover expenses until these funds become available.

For example, the federal Fiscal Year (FY) began October 1, 2006. However, as of yet, the FY2007 federal transit apportionments have not been passed, and are not anticipated until late December/early January. In previous years, the federal apportionments were available as early as December (FY2005) and as late as March (2003). This creates an unnecessary financial burden on many transit providers by requiring them to provide service 3 to 6 months into the fiscal year without knowing the amount of funds available to them that year. In addition, the requirement to have these projects programmed in a federally approved Statewide Transportation Improvement Program (STIP) further delays the providers receipt of funds.

Specifically describe how this Barrier is obstructing coordinated regional service.

The instability and delayed receipt of funds forces many providers to operate on a day-to-day basis, which inhibits their ability to develop meaningful short and long-term plans. The inability to plan past tomorrow, next week, or next year hampers coordination efforts. When you are worried about paying next month's bills, it is hard to focus on or commit to coordination strategies whose benefit is 2, 5, or 10 plus years out.

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Region: North Central Texas

Barrier # 4

Brief description of the Barrier:

Limitations and/or caps on eligible expenses.

Source of Barrier

☒ **X** **Is the Barrier officially documented?** If Yes, define specific source of Barrier.

- Federal Statute 49 USC 5307(b)(1)
- Federal Agency Regulation _____
- Federal Funding Policy _____

- Texas Statute (Transportation Code, for example) _____
- Texas Regulation (Administrative Code, for example) _____
- Texas Agency Policy, especially funding policy _____

- Regional Government Policy _____

- Local Agency Policy _____
- Local Interpretation of Federal/State Law _____

☐ **Is the Barrier something you know by reference** but not necessarily documented? If Yes, define your best understanding of the source of Barrier.

In urbanized areas over 200,000 operating assistance is not an eligible expense. Several exceptions to this restriction exist, including allowing transit providers that provide service exclusively to elderly and persons with disabilities and operate 20 or fewer vehicles to use Section 5307 funds for operating assistance.

The amount of an urbanized areas apportionment available under this exception is capped at \$1.4 million nationwide. Therefore, the federal funding amount available to eligible providers is restricted to an amount equal to or less than their FY 2001 federal operating assistance amount. (Despite increased demand and operating costs.)

Specifically describe how this Barrier is obstructing coordinated regional service.

Limitations or caps on federal operating assistance cause local agencies to develop service policies to manage limited funds (i.e., manage demand). These local policies can become barriers to existing and potential customers, as well as inhibit regional coordination. Examples of such local policies could include: residency requirements, service area boundaries, varying age requirements, etc.

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Region: North Central Texas

Barrier # 5

Brief description of the Barrier:

New vehicles purchased with federal and/or State funds must be ADA accessible.

Source of Barrier

 X **Is the Barrier officially documented?** If Yes, define specific source of Barrier.

- Federal Statute _____
- Federal Agency Regulation 49 CFR §37.71 & 49 CFR §37.77
- Federal Funding Policy _____

- Texas Statute (Transportation Code, for example) _____
- Texas Regulation (Administrative Code, for example) _____
- Texas Agency Policy, especially funding policy _____

- Regional Government Policy _____

- Local Agency Policy _____
- Local Interpretation of Federal/State Law _____

 X **Is the Barrier something you know by reference** but not necessarily documented? If Yes, define your best understanding of the source of Barrier.

This requirement is based on the Americans with Disabilities Act of 1990 and is codified in 49 CFR §37.71 and 49 CFR §37.77. These regulations require that all vehicles procured in either fixed route or demand-response systems be 100% ADA accessible.

Recommendation: Focus on service accessibility rather than fleet accessibility. 49 CFR §37.77(b) states that if the system, when viewed in its entirety, provides a level of service to persons with disabilities equivalent to that of individuals without disabilities, it may purchase new vehicles that are non-ADA compliant. The North Central Texas region recommends that TxDOT more closely follow these Federal guidelines.

Specifically describe how this Barrier is obstructing coordinated regional service.

The ADA requirement is a burden on public transportation providers as it results in increased vehicle purchase and maintenance costs.

One provider in the North Central Texas region has stated that disabled trips account for roughly 12 percent of their systems total trips. Despite this extremely low number, the provider is still required to purchase ADA compliant vehicles. While the provider has requested waivers from TxDOT, the process is complicated and all but two waiver requests have been denied. The provider estimates that the ADA requirements add approximately \$4,000 to the purchase of each new vehicle. By not allowing the provider to match the vehicle to the trip needs, the requirement prohibits the provider from operating in the most efficient manner, both service and cost wise.

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Region: North Central Texas

Barrier # 7

Brief description of the Barrier:

Vehicles purchased using TxDOT funds are required to be alternative fueled.

Source of Barrier

 X **Is the Barrier officially documented?** If Yes, define specific source of Barrier.

- Federal Statute _____
- Federal Agency Regulation _____
- Federal Funding Policy _____

- Texas Statute (Transportation Code, for example) _____
- Texas Regulation (Administrative Code, for example) _____
- Texas Agency Policy, especially funding policy TxDOT Policy

- Regional Government Policy _____

- Local Agency Policy _____
- Local Interpretation of Federal/State law _____

 X **Is the Barrier something you know by reference** but not necessarily documented? If Yes, define your best understanding of the source of Barrier.

There is uncertainty related to the origination of the requirement to purchase alternative fueled vehicles. Whether a written or unwritten policy, Texas transit providers know that if they are to use any State (TxDOT) funds to purchase a vehicle, then that vehicle must be alternatively fueled.

This item was taken up at the November 3, 2005 Public Transportation Advisory Committee (PTAC) meeting at which time it was stated that the guidance/direction to purchase alternative fueled vehicles did not come directly from the Commission, but was a TxDOT administrative approach to the issue of how to improve air quality.

In 2003 the Texas Legislature passed House Bill 3588 which stated one of the three goal's of the legislation was "to further the State's efforts to reduce air pollution." Section 461.005(c) of the Texas Transportation Code refers to the Department establishing specific emissions standards versus alternative fuel. An emissions based standard is consistent with the North Central Texas region's approach to addressing air quality.

Recommendation: Texas Transportation Commission establish an emissions based (vs. fuel based) policy related to the purchase of State funded vehicles. This would allow transit providers to assist the State in reducing air pollution, while providing the most cost effective, efficient, and safe service.

Specifically describe how this Barrier is obstructing coordinated regional service.

The alternative fuel requirement translates into increased costs for vehicle purchase, maintenance, and fuel. Safety is also an added concern.

For example, a North Central Texas provider purchased 12 new vehicles using TxDOT funds. Based on the requirement, the provider purchased 12 propane vehicles which cost an additional \$118,000. The same 12 vehicles have increased operating costs related to miles per gallon, fuel availability, and maintenance. The 12 new propane vehicles (Model Year 2003, 2004, and 2005) range from 4.9 to 6.5 miles per gallon. Over the 5 year life of the vehicles, the additional fuel costs are estimated to be over \$100,000. Resources expended to maintain these 12 vehicles also exceed their gasoline powered counterparts, including wrecker charges, extra tires (due to weight of propane tanks), and extra batteries (due to ignition times). In addition, one or more of the 12 vehicles has been out of service since delivery.

The additional funds spent to purchase, maintain, and run these 12 propane vehicles are funds the provider could have spent to provide much needed service. Due to the range of these vehicles (250-275 miles) they cannot be operated on numerous routes for fear of running out of fuel with passengers on board. If this happens, the engine shuts off, the air conditioning stops operating, and the wheelchair lift is inoperable. This would be a major safety concern for a regular provider, but is even more so for those providers that serve the elderly and persons with disabilities.

Section 10.5.5 of the TxDOT issued Request for Proposal for the Medical Transportation Program outlines Clean Air Vehicle Quality Control that is based on complying with specified emission standards.

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Barrier # 8

Brief description of the Barrier:

Local governments/agencies not eligible to purchase fuel from State (TxDOT) refueling sites.

Source of Barrier

 X **Is the Barrier officially documented?** If Yes, define specific source of Barrier.

- Federal Statute _____
- Federal Agency Regulation _____
- Federal Funding Policy _____

- Texas Statute (Transportation Code, for example) Texas Statute
- Texas Regulation (Administrative Code, for example) _____
- Texas Agency Policy, especially funding policy _____

- Regional Government Policy _____

- Local Agency Policy _____
- Local Interpretation of Federal/State Law _____

 X **Is the Barrier something you know by reference** but not necessarily documented? If Yes, define your best understanding of the source of Barrier.

The inability of local governments/agencies, especially public transportation providers funded by the State, to purchase fuel from State owned facilities is based on the interpretation by TxDOT General Counsel that the applicable statute prohibits this activity.

The Public Transportation Advisory Committee (PTAC) discussed this issue during its June and September 2006 meetings. At the September meeting, PTAC voted to approve a motion in favor of TxDOT seeking to have the applicable statute amended to include public transportation providers as eligible to purchase fuel from State facilities.

Recommendation: The Texas Department of Transportation seek Attorney General interpretation of the statute, with the understanding that it directly impacts the efficiency, safety, and operations of public transportation providers funded by the State. Alternatively, the Texas Transportation Commission works to amend the statute to include public transportation providers as eligible to purchase fuel at State owned and operated facilities.

Specifically describe how this Barrier is obstructing coordinated regional service.

The inability of local governments/agencies to purchase fuel from State owned facilities translates into increased vehicle operating costs.

For example, a North Central Texas provider that was required to purchase alternatively fueled vehicles has difficulty purchasing propane to operate the vehicles. Only one commercial source for propane exists in the County and the business can best be described as a "mom and pop" outfit, with business hours that vary day to day. The result is difficulty keeping these vehicles fueled and a potential safety concern to passengers on board should the vehicle run out of fuel. When this occurs, the engine shuts off, the air conditioning stops operating, and the wheelchair lift is inoperable. This would be a major safety concern for a regular provider, but is even more so for those providers that serve the elderly and persons with disabilities.

The fact that fuel must be purchased from the neighborhood Exxon or commercial propane vendor also results in added costs to the provider. If the provider was able to purchase fuel from the State site, it would be at the bulk discount rate. Because the operating expenses are being paid for with State transportation funds, it only makes sense to allow the purchase of fuel at the bulk discount. This is an excellent example of generating efficiencies and reducing costs with little to no effort involved.

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Barrier # 9

Brief description of the Barrier:

Burdensome/intrusive reporting requirements for clients/providers of Area Agency on Aging funded transportation services.

Source of Barrier

 Is the Barrier officially documented? If Yes, define specific source of Barrier.

- Federal Statute _____
- Federal Agency Regulation _____
- Federal Funding Policy _____

- Texas Statute (Transportation Code, for example) _____
- Texas Regulation (Administrative Code, for example) _____
- Texas Agency Policy, especially funding policy _____

- Regional Government Policy _____

- Local Agency Policy _____
- Local Interpretation of Federal/State Law _____

 X **Is the Barrier something you know by reference** but not necessarily documented? If Yes, define your best understanding of the source of Barrier.

The reporting requirements of transportation services funded by the Area Agency on Aging are codified either in the Older Americans Act or the Texas Department of Aging and Disability Services TAC. These requirements force providers to obtain, and customers to give, information such as household income, source of income, social security number, ethnicity, etc. It is difficult for providers to obtain the information and unnecessary for the operation of services. It also results in massive amounts of paper documents that must be stored.

Specifically describe how this Barrier is obstructing coordinated regional service.

The intrusive reporting requirements that transportation providers must obtain in order to be reimbursed for services funded through the Area Agency on Aging result in very few providers being willing to provide services, which in turn limits the opportunity to coordinate services. It also results in hardship to the customers that must either give the information or be denied transportation. The average public provider does not have the resources or the time to require each passenger to provide this information every time they are transported. This results in a general inability to get transportation providers and often leads the Aging facility itself to provide the service, an inefficient and wasteful expense of resources.

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Barrier # 10

Brief description of the Barrier:

Requirement to continue providing service/reporting after Area Agency on Aging (AAoA) funds have been expended.

Source of Barrier

 Is the Barrier officially documented? If Yes, define specific source of Barrier.

- Federal Statute _____
- Federal Agency Regulation _____
- Federal Funding Policy _____

- Texas Statute (Transportation Code, for example) _____
- Texas Regulation (Administrative Code, for example) _____
- Texas Agency Policy, especially funding policy _____

- Regional Government Policy _____

- Local Agency Policy _____
- Local Interpretation of Federal/State Law _____

 X **Is the Barrier something you know by reference** but not necessarily documented? If Yes, define your best understanding of the source of Barrier.

The requirement to continue providing service, even after all funds have been expended, is found in the contract between the North Central Texas AAoA and its subcontractors. While we have no specific statute or administrative code to reference, it has repeatedly been said that this requirement is found either in the Older Americans Act or is a Texas Department of Aging and Disability Services regulation or policy.

Specifically describe how this Barrier is obstructing coordinated regional service.

The requirement that service continue to be provided, even after all funds have been expended, limits the number of providers willing to provide the service. In turn, this significantly impacts the possibility of coordinating services. In the North Central Texas region, several providers have said that their AAoA transportation funding normally runs out in January/February, but they are required to continue and provide the service until the next Fiscal Year, September 1. This is an enormous burden on the providers, who often must use other traditional public transit funds to "float" until the next year.

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APPENDIX F

MASTER LIST OF COORDINATION STRATEGIES

REGIONAL PUBLIC TRANSPORTATION COORDINATION
Evaluation/Scoring

											S C O R I N G														
WHY		WHAT		SCREEN 1		SCREEN 2		TIMEFRAME	IMPACT		COST	GOALS						PILOT PROJECT	STRATEGIC VALUE	TOTAL	RANK	NOTES			
Major Theme	Problem/ Constraint	ID	Strategy	Meet 1 or more Regional Goals?	Meet 1 or more State Goals?	Public Support?	Agency/ Provider Support?	S = Short Term M = Medium Term L = Long Term	To the Customer Low = 4 Med = 10 High = 20	Agency/ Provider Low = 2 Med = 5 High = 10	Low = 30 Med = 20 High = 10	1	2	3	4	5	1	2	3	Yes = 10 No = 0	Yes = 10 No = 0	Maximum 100 Points	Ranking within Problem/ Constraint		
				Regional Goals (3 pts each)						State Goals 1/3 = 1 2/3 = 3 3/3 = 5															
COMMUNICATION/EDUCATION	Communication between providers is limited.	C1.1	Improve communication between providers. Coordinate meetings, contacts, phone numbers, etc.	Yes	Yes	Yes	Yes	S	4	10	30			3	3		1	2		0	10	63	4		
		C1.2	Establish a standing Regional Transit Provider/Operations Work Group, with smaller sub-groups of those "that touch you."	Yes	Yes	Yes	Yes	S	4	10	30		3	3	3	3	1	2		10	10	79	2		
		C1.3	Document Best Practices within the region.	Yes	Yes	Yes	Yes	M	4	5	30				3			1		0	0	43	5		
		C1.4	Create a GIS-based website to map routes throughout the region and across jurisdictional boundaries.	Yes	Yes	Yes	Yes	M	20	10	20	3		3	3			1		10	10	80	1		
		C1.5	Update Existing Transportation Provider Inventory and make more visible on COG website and link from other transit agency websites.	Yes	Yes	Yes	Yes	S	20	10	30	3		3	3			1		0	10	80	1		
		C1.6	Identify underutilized vehicles that can be shared to increase overall efficiencies.	Yes	Yes	Yes	Yes	S	4	10	30						3	1	2		10	10	70	3	
		C1.7	Clarify existing programs currently available to the public.																						Merged with C1.5

REGIONAL PUBLIC TRANSPORTATION COORDINATION
Evaluation/Scoring

S C O R I N G																								
WHY		WHAT		SCREEN 1		SCREEN 2		TIMEFRAME	IMPACT		COST	GOALS					PILOT PROJECT	STRATEGIC VALUE	TOTAL	RANK	NOTES			
Major Theme	Problem/Constraint	ID	Strategy	Meet 1 or more Regional Goals?	Meet 1 or more State Goals?	Public Support?	Agency/Provider Support?	S = Short Term M = Medium Term L = Long Term	To the Customer Low = 4 Med = 10 High = 20	Agency/Provider Low = 2 Med = 5 High = 10	Low = 30 Med = 20 High = 10	1	2	3	4	5	1	2	3	Yes = 10 No = 0	Yes = 10 No = 0	Maximum 100 Points	Ranking within Problem/Constraint	
												Regional Goals (3 pts each)					State Goals 1/3 = 1 2/3 = 3 3/3 = 5							
COMMUNICATION/EDUCATION	There is a lack of understanding of available services.	C2.1	Clarify existing programs currently available to the public.																					Merged with C1.5
		C2.2	Develop a regional customer education program to address how to read schedules, identify the bus, pay the fare, etc.	Yes	Yes	Yes	Yes	M	20	5	20	3	3	3	3			1		10	0	68	4	
		C2.3	Establish a regional point of contact to secure transportation services.	Yes	Yes	Yes	Yes	L	20	10	10	3	3	3	3	3	1	2		10	10	78	3	
		C2.4	Devise a marketing plan to advertise coordinated services.																					Merged with C1.5, C2.5, and others.
		C2.5	Create Transportation Provider Inventory (TPI) based "pamphlet" to distribute throughout region in libraries, community centers, senior centers, workforce centers, etc.	Yes	Yes	Yes	Yes	S	20	10	30	3		3	3			1		0	10	80	2	Hardcopy version of C1.5
		C2.6	Develop common application/certification process among ADA providers.	Yes	Yes	Yes	Yes	M	20	10	30	3	3			3	1	2		0	10	82	1	
		C2.7	Develop regionally accepted/recognized ADA eligibility requirements.	Yes	Yes	Yes	Yes	S	20	10	30	3	3			3	1	2		0	10	82	1	

										S C O R I N G														
WHY		WHAT		SCREEN 1		SCREEN 2		TIMEFRAME	IMPACT		COST	GOALS						PILOT PROJECT	STRATEGIC VALUE	TOTAL	RANK	NOTES		
Major Theme	Problem/Constraint	ID	Strategy	Meet 1 or more Regional Goals?	Meet 1 or more State Goals?	Public Support?	Agency/ Provider Support?	S = Short Term M = Medium Term L = Long Term	To the Customer Low = 4 Med = 10 High = 20	Agency/ Provider Low = 2 Med = 5 High = 10	Low = 30 Med = 20 High = 10	1	2	3	4	5	1	2	3	Yes = 10 No = 0	Yes = 10 No = 0	Maximum 100 Points	Ranking within Problem/Constraint	
				Regional Goals (3 pts each)								State Goals 1/3 = 1 2/3 = 3 3/3 = 5												
COMMUNICATION/EDUCATION	Communication between funding agencies and providers is not clear, concise, comprehensive, or consistent.	C3.1	Diagram the flow of communication to evaluate inefficiencies between funding agencies and providers.	Yes	Yes	Yes	Yes	S	4	10	30			3		3	1	2		0	0	53	1	
		C3.2	Develop a communication protocol to include method, manner, substance, and level of detail between funding agencies and providers.																					Merged with C3.1
		C3.3	Clarify cost allocation between grantees and funding agencies.																					Skip
		C3.4	Establish a standardized fiscal year across programs and agencies.	Yes	Yes	Yes	Yes	M	4	10	30					3	1			0	0	48	2	
		C3.5	Streamline reporting requirements.	Yes	Yes	Yes	Yes	M	4	10	30					3	1			0	0	48	2	

REGIONAL PUBLIC TRANSPORTATION COORDINATION
Evaluation/Scoring

WHY		WHAT		SCREEN 1		SCREEN 2		TIMEFRAME	IMPACT		COST	GOALS								PILOT PROJECT	STRATEGIC VALUE	TOTAL	RANK	NOTES		
Major Theme	Problem/ Constraint	ID	Strategy	Meet 1 or more Regional Goals?	Meet 1 or more State Goals?	Public Support?	Agency/ Provider Support?	S = Short Term M = Medium Term L = Long Term	To the Customer Low = 4 Med = 10 High = 20	Agency/ Provider Low = 2 Med = 5 High = 10	Low = 30 Med = 20 High = 10	1	2	3	4	5	1	2	3	Yes = 10 No = 0	Yes = 10 No = 0	Maximum 100 Points	Ranking within Problem/ Constraint			
												Regional Goals (3 pts each)					State Goals 1/3 = 1 2/3 = 3 3/3 = 5									
RESOURCES	Lack of a comprehensive regional coordination effort has led to an inefficient allocation of resources.	R1.1	Identify opportunities for coordination using Pilot Projects (e.g., cooperative agreements, consolidation of services, etc.).																					General strategy. Specific strategy evaluated elsewhere.		
		R1.2	Create a procurement consortium addressing common provider needs (e.g., vehicles, maintenance, fuel, etc.).	Yes	Yes	Yes	Yes	M	4	10	20						3	1	2		10	10	60	8		
		R1.3	Establish a regional point of contact to secure transportation services.	Yes	Yes	Yes	Yes	L	20	10	10	3	3	3	3	3	3	1	2		10	10	78	2		
		R1.4	Develop standardized reservation, scheduling, and dispatch practices throughout the region.	Yes	Yes	Yes	Yes	M	10	5	30	3		3	3				1		0	10	65	5		
		R1.5	Develop a means to coordinate transportation requests (needs) with transportation resources and service (rides) delivery.																						General goal. Specific strategy evaluated elsewhere.	
		R1.6	Establish regional policies for software programs/databases among agencies (e.g., Trapeze).	Yes	Yes	Yes	Yes	S	4	10	30				3		3		1			10	61	7		
		R1.7	Develop a common ID card for users.	Yes	Yes	Yes	Yes	M	20	10	20	3	3				3		1		10	0	70	4		
		R1.8	Coordinate rate and fares for similar services.	Yes	Yes	Yes	Yes	S	20	10	30	3							1		0	0	64	6		
		R1.9	Coordinate payment collection, such as by a universal fare card.	Yes	Yes	Yes	Yes	L	20	10	10	3	3				3		1		0	0	50	10		
		R1.10	Create common data definitions.	Yes	Yes	Yes	Yes	S	4	5	30				3	3				1		0	0	46	11	
		R1.11	Eliminate idle wait times for providers crossing jurisdictional boundaries by coordinating with other providers (e.g., trips to DFW).	Yes	Yes	Yes	Yes	S	10	10	30						3	1	2		10	10	76	3		
		R1.12	Create a GIS-based website to map routes throughout the region and across jurisdictional boundaries.	Yes	Yes	Yes	Yes	M	20	10	20	3		3	3					1		10	10	80	1	
		R1.13	Create a regional Interlocal Agreement (ILA) Template for use among providers.	Yes	No																					
		R1.14	Work more closely with the providers that "touch you" (e.g. TAPS, CCART & DCTA).																							Merged into communication.
		R1.15	Establish a fleet of dedicated vs. non-dedicated taxi cabs designed specifically for paratransit services. Harris County (Houston) has dropped its costs by more than \$5 per trip implementing this system.	Yes	Yes	Yes	Yes	M	4	10	20	3								1		10	10	58	9	
		R1.16	Identify underutilized vehicles that can be shared to increase overall efficiencies.	Yes	Yes	Yes	Yes	S	4	10	30							3	1	2		10	10	70	4	

REGIONAL PUBLIC TRANSPORTATION COORDINATION
Evaluation/Scoring

									S C O R I N G																
WHY		WHAT				SCREEN 1		SCREEN 2		TIMEFRAME	IMPACT		COST	GOALS						PILOT PROJECT	STRATEGIC VALUE	TOTAL	RANK	NOTES	
Major Theme	Problem/Constraint	ID	Strategy	Meet 1 or more Regional Goals?	Meet 1 or more State Goals?	Public Support?	Agency/ Provider Support?	S = Short Term M = Medium Term L = Long Term	To the Customer Low = 4 Med = 10 High = 20	Agency/ Provider Low = 2 Med = 5 High = 10	Low = 30 Med = 20 High = 10	1	2	3	4	5	1	2	3	Yes = 10 No = 0	Yes = 10 No = 0	Maximum 100 Points	Ranking within Problem/Constraint		
												Regional Goals (3 pts each)					State Goals 1/3 = 1 2/3 = 3 3/3 = 5								
RESOURCES	Policies and procedures related to procurement of resources are not standardized.	R2.1	Establish a capital asset management plan to centralize vehicle disposition and replacement.	Yes	Yes	Yes	Yes	M	4	10	30					3	1	2		10	10	70	1	Tool for Implementation	
		R2.2	Develop standardized vehicle specifications.	Yes	Yes	Yes	Yes	M	10	10	20	3	3				1	2		10	10	69	2		
		R2.3	Develop standardized driver certification requirements between agencies and providers.	Yes	Yes	Yes	Yes	S	4	10	30					3		1			10		58	4	
		R2.4	Standardize internal provider services such as legal, HR, ADA, EEOC, health insurance, and employee benefits.	Yes	Yes	Yes	Yes	M	4	10	30			3		3	1	2		10	0	63	3		

S C O R I N G																										
WHY		WHAT		SCREEN 1		SCREEN 2		TIMEFRAME	IMPACT		COST	GOALS						PILOT PROJECT	STRATEGIC VALUE	TOTAL	RANK	NOTES				
Major Theme	Problem/Constraint	ID	Strategy	Meet 1 or more Regional Goals?	Meet 1 or more State Goals?	Public Support?	Agency/ Provider Support?	S = Short Term M = Medium Term L = Long Term	To the Customer Low = 4 Med = 10 High = 20	Agency/ Provider Low = 2 Med = 5 High = 10	Low = 30 Med = 20 High = 10	1	2	3	4	5	1	2	3	Yes = 10 No = 0	Yes = 10 No = 0	Maximum 100 Points	Ranking within Problem/Constraint			
												Regional Goals (3 pts each)					State Goals 1/3 = 1 2/3 = 3 3/3 = 5									
RESOURCES	Existing funding streams are inadequate to provide comprehensive service in the North Central Texas region.	R3.1	Estimate the funding needed to provide comprehensive services throughout the North Central Texas area.																					General goal. Specific strategy evaluated elsewhere.		
		R3.2	Coordinate long-term funding to expand service provision.	Yes	Yes	Yes	Yes	M	20	10	30						3	1				0	10	74	1	
		R3.3	Identify new revenue sources to provide improved transportation services to customers.	Yes	Yes	Yes	Yes	M	20	10	30							3	1					64	2	
		R3.4	Coordinate and utilize current funding to better serve the public as new funds are hard to come by.																							General goal. Specific strategy evaluated elsewhere.
		R3.5	Address the cost of subsidized cab fares for low-income individuals.	Yes	Yes	Yes	No																	0		
		R3.6	Provide elderly and disabled transportation at lower rates.	Yes	Yes	Yes	No																	0		

REGIONAL PUBLIC TRANSPORTATION COORDINATION
Evaluation/Scoring

											S C O R I N G														
WHY		WHAT		SCREEN 1		SCREEN 2		TIMEFRAME	IMPACT		COST	GOALS						PILOT PROJECT	STRATEGIC VALUE	TOTAL	RANK	NOTES			
Major Theme	Problem/Constraint	ID	Strategy	Meet 1 or more Regional Goals?	Meet 1 or more State Goals?	Public Support?	Agency/Provider Support?	S = Short Term M = Medium Term L = Long Term	To the Customer Low = 4 Med = 10 High = 20	Agency/Provider Low = 2 Med = 5 High = 10	Low = 30 Med = 20 High = 10	Regional Goals (3 pts each)					State Goals 1/3 = 1 2/3 = 3 3/3 = 5			Yes = 10 No = 0	Yes = 10 No = 0	Maximum 100 Points	Ranking within Problem/ Constraint		
												1	2	3	4	5	1	2	3						
RESOURCES	Reporting and administrative requirements for grantees tend to be overly burdensome.	R4.1	Establish a standardized fiscal year across programs and agencies.	Yes	Yes	Yes	Yes	M	4	10	30					3	1			0	0	48	3		
		R4.2	Clarify cost allocation between grantees and funding agencies.																						Skip
		R4.3	Address differing local match requirements across federal and state programs.	Yes	Yes	Yes	Yes	L	4	10	30			3	3			1		0	0	51	2		
		R4.4	Streamline reporting requirements.	Yes	Yes	Yes	Yes	M	4	10	30					3		1		0	0	48	3		
		R4.5	Encourage regional, rather than local taxi cab certification/registration.	Yes	Yes	Yes	Yes	S	10	10	30					3		1		0	10	64	1		

REGIONAL PUBLIC TRANSPORTATION COORDINATION
Evaluation/Scoring

S C O R I N G																										
WHY		WHAT		SCREEN 1		SCREEN 2		TIMEFRAME	IMPACT		COST	GOALS						PILOT PROJECT	STRATEGIC VALUE	TOTAL	RANK	NOTES				
Major Theme	Problem/ Constraint	ID	Strategy	Meet 1 or more Regional Goals?	Meet 1 or more State Goals?	Public Support?	Agency/ Provider Support?	S = Short Term M = Medium Term L = Long Term	To the Customer Low = 4 Med = 10 High = 20	Agency/ Provider Low = 2 Med = 5 High = 10	Low = 30 Med = 20 High = 10	1	2	3	4	5	1	2	3	Regional Goals (3 pts each)	State Goals 1/3 = 1 2/3 = 3 3/3 = 5	Yes = 10 No = 0	Yes = 10 No = 0	Maximum 100 Points	Ranking within Problem/ Constraint	
SEAMLESS TRANSPORTATION SERVICES	Boundaries hamper coordination efforts and make trips across the region difficult.	S1.1	Establish a standing Regional Transit Provider/Operations Work Group, with smaller sub-groups of those "that touch you."	Yes	Yes	Yes	Yes	S	4	10	30		3	3	3	3	1	2				10	10	79	3	
		S1.2	Develop regional policies to support integrated services across jurisdictional boundaries.	Yes	Yes	Yes	Yes	M	20	10	30	3	3	3		3	1	2				0	10	85	2	
		S1.3	Encourage regional rather than local taxi cab certification/registration.	Yes	Yes	Yes	Yes	S	10	10	30					3		1				0	10	64	11	
		S1.4	Eliminate overlap between service areas.	Yes	Yes	Yes	Yes	M	4	10	30		3			3	1	2				10	10	73	6	
		S1.5	Eliminate service gaps both within and between service areas.	Yes	Yes	Yes	Yes	M	20	10	20	3	3					1				10	10	77	4	
		S1.6	Provide service where no service exists or is limited (e.g., expand Job Access).	Yes	Yes	Yes	Yes	M	20	10	20	3	3					1				10	10	77	4	
		S1.7	Develop a linked system of common transfer points between transit providers.	Yes	Yes	Yes	Yes	S	20	10	30	3	3	3		3		1				10	10	93	1	
		S1.8	Eliminate idle wait times for providers crossing jurisdictional boundaries by coordinating with other providers (e.g., trips to DFW).	Yes	Yes	Yes	Yes	S	4	10	30		3	3		3	1	2				10	10	76	5	
		S1.9	Facilitate the development of "chain-trips" whereby customers can complete multiple activities, such as dropping children at school, buying groceries, and going to work.	Yes	Yes	Yes	Yes	M	20	5	30	3	3			3	1	2				0	0	67	8	
		S1.10	Establish a regional administrative/clearinghouse entity to manage common functions (e.g., procurement, grant management, training, etc.).	Yes	Yes	Yes	Yes	L	4	5	20			3		3	1	2				0	0	38	12	
		S1.11	Develop a means to coordinate transportation requests (needs) with transportation resources and service (rides) delivery.																							General goal. Specific strategy evaluated elsewhere.
		S1.12	Improve communication between providers. Coordinate meetings, contacts, phone numbers, etc.	Yes	Yes	Yes	Yes	S	4	10	30			3	3		1	2				0	10	63	9	
		S1.13	Establish continuous service on a 24-hour/7 day per week basis for the entire region.	Yes	No																					
		S1.14	Allow the General Public to utilize E&D / ADA Transportation at a premium fare.	Yes	Yes	Yes	Yes	M	20	5	20	3	3			3		1				0	0	55	10	
		S1.15	Encourage cost-sharing agreements between providers to transport clients to/from other jurisdictions.	Yes	Yes	Yes	Yes	S	10	10	30	3	3			3	1	2				10	0	72	7	
		S1.16	Develop a regional transportation authority.	Yes	Yes	Yes	No																			

REGIONAL PUBLIC TRANSPORTATION COORDINATION
Evaluation/Scoring

WHY		WHAT		SCREEN 1		SCREEN 2		TIMEFRAME	S C O R I N G				PILOT PROJECT			STRATEGIC VALUE	TOTAL	RANK	NOTES						
Major Theme	Problem/ Constraint	ID	Strategy	Meet 1 or more Regional Goals?	Meet 1 or more State Goals?	Public Support?	Agency/ Provider Support?	S = Short Term M = Medium Term L = Long Term	To the Customer Low = 4 Med = 10 High = 20	Agency/ Provider Low = 2 Med = 5 High = 10	Low = 30 Med = 20 High = 10	GOALS					Yes = 10 No = 0	Yes = 10 No = 0	Maximum 100 Points	Ranking within Problem/ Constraint					
												1	2	3	4	5						1	2	3	
												Regional Goals (3 pts each)					State Goals 1/3 = 1 2/3 = 3 3/3 = 5								
SEAMLESS TRANSPORTATION SERVICES	Lack of uniform/standard definitions and procedures impedes the implementation of coordinated regional services.	S2.1	Develop standardized reservation, scheduling, and dispatch practices throughout the region.	Yes	Yes	Yes	Yes	M	10	5	30	3			3	3			1		0	10	65	5	
		S2.2	Develop standardized driver certification requirements between agencies and providers.	Yes	Yes	Yes	Yes	S	4	10	30					3			1		0	10	58	7	
		S2.3	Develop minimum drug testing requirements for all transportation employees.	Yes	Yes	Yes	Yes	M	4	5	30		3				3	1	2		0	0	48	9	
		S2.4	Develop standardized vehicle specifications.	Yes	Yes	Yes	Yes	M	10	10	20		3				3	1	2		10	10	69	3	
		S2.5	Coordinate alternative fuel requirements for new vehicles (e.g., move to emission-based standards).	Yes	Yes	Yes	Yes	M	10	10	30	3	3				3	1	2	2	0	10	74	2	
		S2.6	Develop minimum insurance and liability requirements.	Yes	Yes	Yes	Yes	L	4	5	20		3						1		0	0	33	12	
		S2.7	Develop standardized eligibility standards (e.g., definitions of elderly and disabled).	Yes	Yes	Yes	Yes	S	20	10	30	3	3						1		0	10	77	1	
		S2.8	Coordinate rates and fares for similar services.	Yes	Yes	Yes	Yes	S	20	10	30	3							1		0	0	64	6	
		S2.9	Develop a regional customer education program to address how to read schedules, identify routes, pay the fare, etc.	Yes	Yes	Yes	Yes	M	20	5	20	3	3	3	3				1		10	0	68	4	
		S2.10	Develop regional policies for the integration of various client bases (e.g., dialysis patients, cognitively disabled youths).	Yes	Yes	Yes	Yes	M	10	5	20	3	3				3	1	2		0	0	47	10	
		S2.11	Conduct a regional assessment of existing infrastructure and improvements needed to support ADA requirements.	Yes	Yes	Yes	Yes	M	4	5	20	3	3			3	3		1		0	0	42	11	
		S2.12	Standardize general employee training, including First Aid and CPR.	Yes	Yes	Yes	Yes	S	10	5	30						3		1		0	0	49	8	

REGIONAL PUBLIC TRANSPORTATION COORDINATION
Evaluation/Scoring

										S C O R I N G														
WHY		WHAT		SCREEN 1		SCREEN 2		TIMEFRAME	IMPACT		COST	GOALS						PILOT PROJECT	STRATEGIC VALUE	TOTAL	RANK	NOTES		
Major Theme	Problem/ Constraint	ID	Strategy	Meet 1 or more Regional Goals?	Meet 1 or more State Goals?	Public Support?	Agency/ Provider Support?	S = Short Term M = Medium Term L = Long Term	To the Customer Low = 4 Med = 10 High = 20	Agency/ Provider Low = 2 Med = 5 High = 10	Low = 30 Med = 20 High = 10	1	2	3	4	5	1	2	3	Yes = 10 No = 0	Yes = 10 No = 0	Maximum 100 Points	Ranking within Problem/ Constraint	
												Regional Goals (3 pts each)					State Goals 1/3 = 1 2/3 = 3 3/3 = 5							
SEAMLESS TRANSPORTATION SERVICES	Existing policies and guidelines hinder coordination efforts.	S3.1	Identify barriers to coordinated services that exist at the federal level.																					General strategy. Specific strategy evaluated elsewhere.
		S3.2	Identify barriers to coordinated services that exist at the state level.																					General strategy. Specific strategy evaluated elsewhere.
		S3.3	Identify barriers to coordinated services that exist at the local level.																					General strategy. Specific strategy evaluated elsewhere.
		S3.4	Address differing program requirements among TxDOT, HHS, and Workforce concerning service provision for persons in programs relevant to HB 3588.																					General strategy. Specific strategy evaluated elsewhere.
		S3.5	Identify inefficiencies within programs that fund or utilize public transportation services.																					

										S C O R I N G															
WHY		WHAT		SCREEN 1		SCREEN 2		TIMEFRAME	IMPACT		COST	GOALS						PILOT PROJECT	STRATEGIC VALUE	TOTAL	RANK	NOTES			
Major Theme	Problem/Constraint	ID	Strategy	Meet 1 or more Regional Goals?	Meet 1 or more State Goals?	Public Support?	Agency/ Provider Support?	S = Short Term M = Medium Term L = Long Term	To the Customer Low = 4 Med = 10 High = 20	Agency/ Provider Low = 2 Med = 5 High = 10	Low = 30 Med = 20 High = 10	1	2	3	4	5	1	2	3	Yes = 10 No = 0	Yes = 10 No = 0	Maximum 100 Points	Ranking within Problem/Constraint		
				Regional Goals (3 pts each)								State Goals 1/3 = 1 2/3 = 3 3/3 = 5													
SEAMLESS TRANSPORTATION SERVICES	Incompatible technologies among providers discourages coordination.	S4.1	Create common data definitions.	Yes	Yes	Yes	Yes	S	4	5	30				3	3			1		0	0	46	4	
		S4.2	Develop a common ID card for users.	Yes	Yes	Yes	Yes	M	20	10	20	3	3				3		1		10	0	70	1	
		S4.3	Coordinate payment collection, such as by a universal fare card.	Yes	Yes	Yes	Yes	L	20	10	10	3	3				3		1		0	0	50	3	
		S4.4	Establish regional policies for software programs/databases among agencies (e.g., Trapeze).	Yes	Yes	Yes	Yes	S	4	10	30				3		3		1		0	10	61	2	

REGIONAL PUBLIC TRANSPORTATION COORDINATION
Evaluation/Scoring

WHY		WHAT		SCREEN 1		SCREEN 2		TIMEFRAME	S C O R I N G															
Major Theme	Problem/ Constraint	ID	Strategy	Meet 1 or more Regional Goals?	Meet 1 or more State Goals?	Public Support?	Agency/ Provider Support?	S = Short Term M = Medium Term L = Long Term	IMPACT		COST	GOALS								PILOT PROJECT	STRATEGIC VALUE	TOTAL	RANK	NOTES
												1	2	3	4	5	1	2	3					
												Regional Goals (3 pts each)				State Goals 1/3 = 1 2/3 = 3 3/3 = 5								
									To the Customer Low = 4 Med = 10 High = 20	Agency/ Provider Low = 2 Med = 5 High = 10	Low = 30 Med = 20 High = 10								Yes = 10 No = 0	Yes = 10 No = 0	Maximum 100 Points	Ranking within Problem/ Constraint		
SEAMLESS TRANSPORTATION SERVICES	Funding exists in isolated streams and inhibits coordination.	S5.1																						
		S5.2																						
		S5.3																						
		S5.4																						

APPENDIX G

SHORT LIST OF COORDINATION STRATEGIES

REGIONAL PUBLIC TRANSPORTATION COORDINATION
Coordination Strategies Ranked by Implementation Timeframe
(Communication/Education)

	Rank	Major Theme	Coordination Strategy	Timeframe SHORT	Total
PRIORITY 1	1	C2.7	Develop regionally accepted/recognized ADA eligibility requirements.	S	82
	2	C1.5	Update Existing Transportation Provider Inventory (TPI) and make more visible on COG website and link from other transit agency websites.	S	80
	2	C2.5	Create Transportation Provider Inventory (TPI) based "pamphlet" to distribute throughout region in libraries, community centers, senior centers, workforce centers, etc.	S	80
	3	C1.2 (S1.1)	Establish a standing Regional Transit Provider/Operations Work Group, with small sub-groups of those "that touch you."	S	79
PRIORITY 2	4	C1.6 (R1.16)	Identify underutilized vehicles that can be shared to increase overall efficiencies.	S	70
	5	C1.1 (S1.12)	Improve communication between providers. Coordinate meetings, contacts, phone numbers, etc.	S	63
	6	C3.1	Diagram the flow of communication to evaluate inefficiencies between funding agencies and providers.	S	53

	Rank	Major Theme	Coordination Strategy	Timeframe MEDIUM	Total
PRIORITY 1	1	C2.6	Develop common application/certification process among ADA providers.	M	82
	2	C1.4 (R1.12)	Create a GIS-based website to map routes throughout the region and across jurisdictional boundaries.	M	80
	3	C2.2 (S2.9)	Develop a regional customer education program to address how to read schedules, identify the bus, pay the fare, etc.	M	68
PRIORITY 2	4	C3.4 (R4.1)	Establish a standardized fiscal year across programs and agencies.	M	48
	4	C3.5 (R4.4)	Streamline reporting requirements.	M	48
	5	C1.3	Document Best Practices within the region.	M	43

	Rank	Major Theme	Coordination Strategy	Timeframe LONG	Total
PRIORITY 1	1	C2.3 (R1.3)	Establish a regional point of contact to secure transportation services.	L	78

REGIONAL PUBLIC TRANSPORTATION COORDINATION
Coordination Strategies Ranked by Implementation Timeframe
(Resources)

	Rank	Major Theme	Coordination Strategy	Timeframe SHORT	Total
PRIORITY 1	1	R1.11 (S1.8)	Eliminate idle wait times for providers crossing jurisdictional boundaries by coordinating with other providers (e.g., trips to DFW).	S	76
	2	R1.16 (C1.6)	Identify underutilized vehicles that can be shared to increase overall efficiencies.	S	70
	3	R4.5 (S1.3)	Encourage regional, rather than local taxi cab certification/registration.	S	64
	3	R1.8 (S2.8)	Coordinate rate and fares for similar services.	S	64
PRIORITY 2	4	R1.6 (S4.4)	Establish regional policies for software programs/databases among agencies (e.g., Trapeze).	S	61
	5	R2.3 (S2.2)	Develop standardized driver certification requirements between agencies and providers.	S	58
	6	R1.10 (S4.1)	Create common data definitions.	S	46

	Rank	Major Theme	Coordination Strategy	Timeframe MEDIUM	Total
PRIORITY 1	1	R1.12 (C1.4)	Create a GIS-based website to map routes throughout the region and across jurisdictional boundaries.	M	80
	2	R3.2	Coordinate long-term funding to expand service provision.	M	74
	3	R1.7 (S4.2)	Develop a common ID card for users.	M	70
	3	R2.1	Establish a capital asset management plan to centralize vehicle disposition and replacement.	M	70
	4	R2.2 (S2.4)	Develop standardized vehicle specifications.	M	69
	5	R1.4 (S2.1)	Develop standardized reservation, scheduling, and dispatch practices throughout the region.	M	65
PRIORITY 2	6	R3.3	Identify new revenue sources to provide improved transportation services to customers.	M	64
	7	R2.4	Standardize internal provider services such as legal, HR, ADA, EEOC, health insurance, and employee benefits.	M	63
	8	R1.2	Create a procurement consortium addressing common provider needs (e.g., vehicles, maintenance, fuel, etc.).	M	60
	9	R1.15	Establish a fleet of dedicated vs. non-dedicated taxi cabs designed specifically for paratransit services. Harris County (Houston) has dropped its costs by more than \$5 per trip implementing this system.	M	58
	10	R4.1 (C3.4)	Establish a standardized fiscal year across programs and agencies.	M	48
	10	R4.4 (C3.5)	Streamline reporting requirements.	M	48

	Rank	Major Theme	Coordination Strategy	Timeframe LONG	Total
PRIORITY 1	1	R1.3 (C2.3)	Establish a regional point of contact to secure transportation services.	L	78
PRIORITY 2	2	R4.3	Address differing local match requirements across federal and state programs.	L	51
	3	R1.9 (S4.3)	Coordinate payment collection, such as by a universal fare card.	L	50

REGIONAL PUBLIC TRANSPORTATION COORDINATION
Coordination Strategies Ranked by Implementation Timeframe
(Seamless Transportation Services)

	Rank	Major Theme	Coordination Strategy	Timeframe SHORT	Total
PRIORITY 1	1	S1.7	Develop a linked system of common transfer points between transit providers.	S	93
	2	S1.1 (C1.2)	Establish a standing Regional Transit Operations Work Group with smaller sub-groups of those "that touch you."	S	79
	3	S2.7	Develop standardized eligibility standards (e.g., definitions of elderly and disabled).	S	77
	4	S1.8 (R1.11)	Eliminate idle wait times for providers crossing jurisdictional boundaries by coordinating with other providers (e.g., trips to DFW).	S	76
	6	S1.15	Encourage cost-sharing agreements between providers to transport clients to/from other jurisdictions.	S	72
PRIORITY 2	8	S2.8 (R1.8)	Coordinate rates and fares for similar services.	S	64
	8	S1.3 (R4.5)	Encourage regional rather than local taxi cab certification/registration.	S	64
	9	S4.4 (R1.6)	Establish regional policies for software programs/databases among agencies (e.g., Trapeze).	S	61
	10	S2.2 (R2.3)	Develop standardized driver certification requirements between agencies and providers.	S	58
	11	S2.12	Standardize general employee training, including First Aid and CPR.	S	49
	12	S4.1 (R1.10)	Create common data definitions.	S	46

	Rank	Major Theme	Coordination Strategy	Timeframe MEDIUM	Total
PRIORITY 1	1	S1.2	Develop regional policies to support integrated services across jurisdictional boundaries.	M	85
	2	S1.5	Eliminate service gaps both within and between service areas.	M	77
	2	S1.6	Provide service where no service exists or is limited (e.g., expand Job Access).	M	77
	3	S2.5	Coordinate alternative fuel requirements for new vehicles (e.g., move to emission-based standards).	M	74
	5	S1.4	Eliminate overlap between service areas.	M	73
PRIORITY 2	4	S4.2 (R1.7)	Develop a common ID card for users.	M	70
	5	S2.4 (R2.2)	Develop standardized vehicle specifications.	M	69
	7	S2.9 (C2.2)	Develop a regional customer education program to address how to read schedules, identify the bus, pay the fare, etc.	M	68
	6	S1.9	Facilitate the development of "chain-trips" whereby customers can complete multiple activities, such as dropping children at school, buying groceries, and going to work.	M	67
	7	S2.1 (R1.4)	Develop standardized reservation, scheduling, and dispatch practices throughout the region.	M	65
	8	S1.12 (C1.1)	Improve communication protocol between providers. Coordinate meetings, contacts, phone numbers, etc.	M	63
	9	S1.14	Allow the General Public to utilize E&D/ADA transportation at a premium fare.	M	55
	10	S2.3	Develop minimum drug testing requirements for all transportation employees.	M	48
	11	S2.10	Develop regional policies for the integration of various client bases (e.g., dialysis patients, cognitively disabled youths).	M	47
	12	S2.11	Conduct a regional assessment of existing infrastructure and improvements needed to support ADA requirements.	M	42

	Rank	Major Theme	Coordination Strategy	Timeframe LONG	Total
PRIORITY 1	1	S4.3 (R1.9)	Coordinate payment collection, such as by a universal fare card.	L	50
PRIORITY 2	2	S1.10	Establish a regional administrative/clearinghouse entity to manage common functions (e.g., procurement, grant management, training, etc.).	L	38
	3	S2.6	Develop minimum insurance and liability requirements.	L	33

APPENDIX H

PUBLIC INVOLVEMENT AND COMMUNITY OUTREACH ACTIVITIES

**North Central Texas
Regional Public Transportation Coordination**

Public Involvement and Community Outreach Activities

Date	Material to Cover	Expected Outcome
Dallas County Health & Human Services Coalition Thursday, July 27, 2006 12:00 p.m. – 1:00 p.m. Mental Health Association, Downtown Dallas	Overview of North Central Texas Regional Coordination efforts.	Awareness of Regional Public Transportation Coordination efforts. Discussion of how coalition can play a positive and active role in addressing the Dallas County and North Central Texas transportation issues.
NCTCOG Public Meeting Monday, August 14, 2006 6:30 p.m. Pharr Library, Plano	Overview of North Central Texas Regional Coordination efforts.	Public awareness of Regional Public Transportation Coordination efforts.
NCTCOG Public Meeting Tuesday, August 15, 2006 10:30 a.m. North Branch Library, Mesquite	Overview of North Central Texas Regional Coordination efforts.	Public awareness of Regional Public Transportation Coordination efforts.
NCTCOG Public Meeting Tuesday, August 15, 2006 6:30 p.m. ITC, Fort Worth	Overview of North Central Texas Regional Coordination efforts.	Public awareness of Regional Public Transportation Coordination efforts.
Texoma Coordination Meeting Thursday, August 17, 2006 10:00 a.m. – 2:00 p.m. Texoma Council of Governments, Sherman	Staff level meeting regarding respective regional coordination efforts.	Information exchange on regional coordination efforts, identify opportunities to assist each other, and document boundary issues.
DART Service Planning Committee Friday, August 18, 2006 9:30 a.m. DART Headquarters, Downtown Dallas	Overview of North Central Texas Regional Coordination efforts.	Updated on Regional Public Transportation Coordination effort. Continued support and buy-in of DART of regional coordination effort and process.
East Texas Coordination Meeting Wednesday, August 23, 2006 1:30 p.m. – 3:30 p.m. Tyler Junior College (Teleconference)	Presentation on “Creating Additional Transportation Services Through Coordination” by Ron Baumgart. Mr. Baumgart, Executive Director of the Dakota Transit Association.	Introduction to the East Texas coordination effort, as well as summary of lessons learned and best practices from River Cities Transit, South Dakota.

Date	Material to Cover	Expected Outcome
Nortex Coordination Meeting Tuesday, August 29, 2006 2:00 p.m. Nortex Regional Planning Commission, Wichita Falls	Staff level meeting regarding respective regional coordination efforts.	Information exchange on regional coordination efforts, identify opportunities to assist each other, and document boundary issues.
NCTCOG Fall Media Lunch Wednesday, September 6, 2006 Noon – 1:00 p.m. NCTCOG	Overview of North Central Texas Regional Coordination efforts.	Media awareness of Regional Public Transportation Coordination efforts.
Nortex Coordination Meeting Tuesday, September 19, 2006 1:00 p.m. Nortex Regional Planning Commission, Wichita Falls	Staff level meeting regarding respective regional coordination efforts.	Information exchange on regional coordination efforts, identify opportunities to assist each other, and document boundary issues.
Central Texas Coordination Meeting Wednesday, September 20, 2006 10:30 a.m. Central Texas COG, Belton	Staff level meeting regarding respective regional coordination efforts.	Information exchange on regional coordination efforts, identify opportunities to assist each other, and document boundary issues.
Workforce Development Board Tuesday, September 26, 2006 9:30 a.m. – 10:30 a.m. Ruthe Jackson Community Center, Grand Prairie	Overview of North Central Texas Regional Coordination efforts.	Board support of regional coordination efforts.
Area Agency on Aging of Tarrant County Tuesday, September 26, 2006 10:30 a.m. – Noon United Way of Tarrant County, Downtown Fort Worth	Overview of public transportation, services available in Tarrant County, and information on the North Central Texas Regional Coordination effort.	Awareness of the public transportation environment, services available, regional coordination effort, and ongoing efforts to address transportation needs in the region. Agency support of regional coordination efforts.
East Texas Coordination Meeting Thursday, September 28, 2006 1:30 p.m. – 3:30 p.m. Stamper Park Resource Center, Longview	Staff level meeting regarding respective regional coordination efforts.	Information exchange on regional coordination efforts, identify opportunities to assist each other, and document boundary issues.
NCTCOG Public Meeting Monday, October 9, 2006 10:30 a.m. Dallas City Hall	Draft recommendations of the Regional Coordination Plan.	Comments on draft recommendations of the Regional Coordination Plan.

Date	Material to Cover	Expected Outcome
NCTCOG Public Meeting Monday, October 9, 2006 6:30 p.m. First Baptist Church, Euless	Draft recommendations of the Regional Coordination Plan.	Comments on draft recommendations of the Regional Coordination Plan.
NCTCOG Public Meeting Tuesday, October 10, 2006 6:30 p.m. ITC, Fort Worth	Draft recommendations of the Regional Coordination Plan.	Comments on draft recommendations of the Regional Coordination Plan.
DCTA Program Development Committee Tuesday, October 17, 2006 9:00 a.m. DCTA Headquarters	Overview of North Central Texas Regional Coordination efforts.	Updated on Regional Public Transportation Coordination effort. Continued support and buy-in of DCTA of regional coordination effort and process.
NCTCOG Public Meeting Tuesday, October 17, 2006 10:30 a.m. Terrell City Hall (Kaufman County)	Draft recommendations of the Regional Coordination Plan.	Comments on draft recommendations of the Regional Coordination Plan.
NCTCOG Public Meeting Tuesday, October 17, 2006 6:30 p.m. Weatherford City Hall (Parker County)	Draft recommendations of the Regional Coordination Plan.	Comments on draft recommendations of the Regional Coordination Plan.
Fort Worth Transportation Authority Board Meeting Thursday, October 19, 2006 4:00 p.m. FWTA Headquarters	Overview of North Central Texas Regional Coordination efforts.	Board support of Regional Public Transportation Coordination efforts.
East Texas Coordination Meeting Wednesday, October 25, 2006 2:00 p.m. Salvation Army, Tyler	Staff level meeting regarding respective regional coordination efforts.	Information exchange on regional coordination efforts, identify opportunities to assist each other, and document boundary issues.
Regional Stakeholder Workshop Tuesday, November 7, 2006 1:30 PM NCTCOG	Draft recommendations of the Regional Coordination Plan.	Comments on draft recommendations and prioritization of strategy implementation.

Date	Material to Cover	Expected Outcome
Statewide Coordination Workshop Wednesday, November 8, 2006 10:00 a.m. Austin	Build consensus on statewide barriers, constraints, and recommendations.	Preparation for presentation to the Texas Transportation Commission.
Ark-Tex Coordination Meeting Wednesday, November 15, 2006 2:00 p.m. Mt. Vernon	Staff level meeting regarding respective regional coordination efforts.	Information exchange on regional coordination efforts, identify opportunities to assist each other, and document boundary issues.
Texas Transportation Commission Thursday, November 16, 2006 10:00 a.m. Austin	Identification of barriers and constraints to coordination, as well as presentation of recommended solutions.	Commission assistance in addressing barriers and constraints to coordination.
NCTCOG Media Lunch Wednesday, November 29, 2006 Noon NCTCOG	Overview of North Central Texas Regional Coordination efforts.	Media awareness of Regional Public Transportation Coordination efforts.
NCTCOG Public Meeting Monday, December 4, 2006 6:30 p.m. El Centro College, Dallas	Present final recommendations of the Regional Coordination Plan.	Support of Regional Coordination Plan.
NCTCOG Public Meeting Tuesday, December 5, 2006 10:30 a.m. Grapevine City Hall, Grapevine	Present final recommendations of the Regional Coordination Plan.	Support of Regional Coordination Plan.
NCTCOG Public Meeting Tuesday, December 5, 2006 6:30 p.m. East Regional Library, Fort Worth	Present final recommendations of the Regional Coordination Plan.	Support of Regional Coordination Plan.
NCTCOG Public Meeting Wednesday, December 13, 2006 10:00 a.m. Waxahachie City Hall (Ellis County)	Present final recommendations of the Regional Coordination Plan.	Support of Regional Coordination Plan.
NCTCOG Public Meeting Wednesday, December 13, 2006 2:30 p.m. Cleburne City Hall (Johnson County)	Present final recommendations of the Regional Coordination Plan.	Support of Regional Coordination Plan.

APPENDIX I

COMMITTEE SCHEDULE

**North Central Texas
Regional Public Transportation Coordination**

Committee Schedule

Date	Material to Cover	Expected Outcome
Regional Transportation Council Thursday, July 13, 2006 1:30 p.m. – 3:00 p.m. La Quinta Inn & Suites		Director's Report
Surface Transportation Technical Committee Friday, July 28, 2006 12:30 p.m. – 2:00 p.m. Transportation Board Room		Fast Fact
Surface Transportation Technical Committee Friday, September 22, 2006 1:30 p.m. – 3:00 p.m. Transportation Board Room	Information Item: Update on Regional Coordination Efforts	
Regional Transportation Council Thursday, October 12, 2006 1:30 p.m. – 3:00 p.m. Arlington Convention Center	Information Item: Update on Regional Coordination Efforts	
Surface Transportation Technical Committee Friday, October 27, 2006 1:30 p.m. – 3:00 p.m. Transportation Board Room	Information Item: Draft Recommendations of Regional Coordination Plan	Comments on draft recommendations.
Regional Transportation Council Thursday, November 9, 2006 1:30 p.m. – 3:00 p.m. Transportation Board Room	Information Item: Draft Recommendations of Regional Coordination Plan	Comments on draft recommendations.
Surface Transportation Technical Committee Friday, December 8, 2006 1:30 p.m. – 3:00 p.m. Transportation Board Room	Action Item: Recommend RTC Approval of Regional Coordination Plan	Approve Regional Coordination Plan.

Regional Transportation Council Thursday, December 14, 2006 1:30 p.m. – 3:00 p.m. Arlington Convention Center	Action Item: Approval of Regional Coordination Plan.	Approve Regional Coordination Plan.
NCTCOG Executive Board Thursday, December 21 12:45 p.m. Agency Board Room	Action Item: Approval of Regional Coordination Plan.	Approve Regional Coordination Plan.

APPENDIX J

COORDINATION WITH SURROUNDING COG REGIONS

NORTH CENTRAL TEXAS REGIONAL PUBLIC TRANSPORTATION COORDINATION

Coordination with Surrounding COG Regions

	REGION	LEAD AGENCY	COORDINATION ACTIVITIES
1	Ark-Tex	Ark-Tex COG Lynda Woods Pugh (903) 832-8636 lwoods@atcog.org	<u>November 15, 2006:</u> NCTCOG staff attended Ark-Tex Coordination Steering Committee meeting.
2	Central Texas	Hill Country Transit District Carole Warlick (325) 372-4677 cwarlick@takethehop.com	<u>September 20, 2006:</u> NCTCOG staff attended Central Texas Regional Transit Advisory Group meeting.
3	East Texas	GETTA, TxDOT, ETCOG Marty Allen (903) 510-9114 mallen1@dot.state.tx.us	<p><u>August 23, 2006:</u> East Texas Steering Committee hosted "Transportation Is A 2-Way Road" a presentation by Ron Baumgart, Executive Director of River Cities Transit (South Dakota) and winner of the CTAA 2006 Community Transportation Rural System of the Year award.</p> <p><u>September 28, 2006:</u> NCTCOG staff attended East Texas Regional Transportation Coordination Planning Steering Committee meeting. NCTCOG staff was appointed to East Texas Steering Committee as a non-voting member to serve as a "Liaison to Surrounding COG Regions."</p> <p><u>October 25, 2006:</u> NCTCOG staff attended East Texas Regional Transportation Coordination Planning Steering Committee meeting.</p>
4	Heart of Texas	Heart of Texas COG Jacque Wolske (254) 756-7822 jacquewolske@hot.cog.tx.us	<p><u>January 13, 2006:</u> North Central Texas presentation to Heart of Texas delegation on common areas of interest, including regional coordination.</p> <p><u>March 9, 2006:</u> North Central Texas and Heart of Texas executed Memorandum of Understanding for coordinated planning.</p>
5	Nortex	Nortex Regional Planning Commission Nora Hodges (940) 322-5281 nhodges@nortexrpc.org	<p><u>August 29, 2006:</u> NCTCOG staff attended Nortex Regional Transportation Steering Committee meeting.</p> <p><u>September 19, 2006:</u> NCTCOG staff attended Nortex Regional Transportation Steering Committee meeting.</p>
6	Texoma	Texoma COG Christie Shearer (903) 813-3577 cshearer@texoma.cog.tx.us	<p><u>August 1, 2005:</u> TCOG staff attended North Central Regional Stakeholder Workshop. NCTCOG staff shared materials.</p> <p><u>August 17, 2006:</u> NCTCOG staff attended Texoma Steering Committee meeting.</p>
7	West Central Texas	West Central Texas COG James Compton (325) 627-8544 wctcog@sbcglobal.net Central Texas Transit District J.R. Salazar (325) 625-4491 carr@web-access.net	Pending scheduling of the next West Central Texas Coordination meeting.

APPENDIX K

MEMORANDUM OF UNDERSTANDING WITH HEART OF TEXAS REGION



Joint Memorandum of Understanding *between the* **North Central Texas Region** *and the* **Heart of Texas Region**

WHEREAS, the North Central Texas region consists of Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise counties; and

WHEREAS, the Heart of Texas region consists of Bosque, Falls, Freestone, Hill, Limestone, and McLennan counties; and

WHEREAS, transportation of people and goods is extremely important to both the Heart of Texas and North Central Texas regions with thousands of customers traveling between the regions everyday; and

WHEREAS, major highway and railway corridors travel through both the Heart of Texas and North Central Texas regions; and

WHEREAS, there is a need for interregional cooperation on transportation issues affecting both the Heart of Texas and North Central Texas regions.

NOW, THEREFORE, BE IT RESOLVED:

- Section 1.** The Heart of Texas and North Central Texas regions will coordinate on the provision of public transportation, including for health and human services programs as directed by House Bill 3588 (78th Texas Legislature).
- Section 2.** The Heart of Texas and North Central Texas regions will coordinate planning for the Trans-Texas Corridor.
- Section 3.** The Heart of Texas and North Central Texas regions will coordinate planning for future passenger rail service traveling through both regions.
- Section 4.** The Heart of Texas and North Central Texas regions will coordinate planning for Intelligent Transportation Systems along the Interstate Highway 35 corridor.
- Section 5.** The Heart of Texas and North Central Texas regions will coordinate planning for truck and rail freight goods movement.